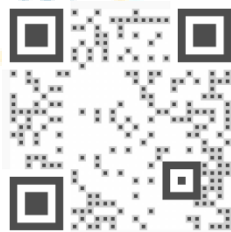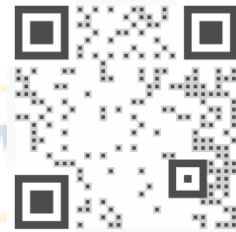# Marion County Public Safety Communications

Five Year Strategic Plan 2016-2020

QR code for department external website   QR code for department internal website

2710 E. Silver Springs Blvd. Ocala, Florida 34470 ~ 352-671-8460

www.marioncountyfl.org

Table of Contents

Executive Summary

I am pleased to present the 2016-2020 Strategic Business Plan for the Marion County Public Safety Communications Department.

This strategy reflects our continuing mission to provide excellent service while increasing efficiencies. We are committed to capitalizing on our service delivery and achieving the highest level of satisfaction to our partners and community.

This document reviews the external environment (opportunities and challenges) and internal environment (assets and limitations); presents a series of statements relating to the Departments vision, mission, strategic issues, values and objectives; and sets out its proposed strategies and goals for organizational implementation and achievement.

This plan outlines our goals and strategies for the next five years that will ensure that we achieve our vision. We encourage the continued partnership with our stakeholders, partner agencies, vendors, and others to make that happen.

The Marion County Public Safety Communications Department's five-year strategy is straightforward by design and is based upon the Departmental established protocols. With continued support from the Board, this strategy will be attainable.

Tenured work force, equipment, experienced staff retention, and changing technology will need to be addressed over the five-year period. The largest hurdle facing the department is maintaining a trained and fully staffed workforce in all disciplines as dictated by the increased workload.

Moving forward, 2015-2016 will be considered year zero, with the five year goals beginning with the 2016-2017 budget year. We will track the achievement of our goals by using results from employee feedback, recommendations from Dispatch Review Committee, implementation from the Dispatch Steering Committee, and customer satisfaction from Incident Inquiries.

Sincerely,

Karl Oltz, Public Safety Communications Director

The Planning Process Overview

Strategic planning for Public Safety Communications involves gathering past, present, and projected data encompassing all internal and external community stakeholders we serve. This data will be used to determine the projected workload of the department's three divisions: 9-1-1 Management, Communications, Radio Systems. The processes and procedures will be identified and updated utilizing the current business plan.

The strategic plan for Public Safety Communications will serve as a guide for providing necessary services to the public and our partner agencies. Utilizing the data, we will project the growth in Marion County and determine the best methods of accommodating growth to include an appropriate increase in staffing.

A team of senior management from each division was assembled to review the overall operations of Public Safety Communications. The team discussed the structure of the plan and vetted the following elements:

- Identify stakeholders and partner agencies
- Identify strengths and opportunities
- Define current situation
- Define Vision
- Develop Goals and Objectives to Meet Vision
- Develop implementation program to reach goals and objectives

This team consists of the following staff members:

- Karl Oltz, Public Safety Communications Director
- Michelle Hirst, E9-1-1 Administrative Manager
- Shannon Hensley, Communications Manager
- Al Gordon, Radio Systems Manager
- Brian Tucker, Training Quality Assurance Coordinator
- Carmen Hensley, Administrative Staff Assistant

Stakeholders:

- All Marion County residents
- All Marion County visitors
- United States Postal Service
- More than 30 telephone companies
- Building contractors
- Other BOCC departments

- Municipalities
  - City of Ocala
  - City of Belleview
  - City of Dunnellon
  - City of McIntosh
  - City of Reddick

Partner Agencies:

- Belleview Police Department
- Dunnellon Fire Rescue
- Dunnellon Police Department
- Marion County Clerk of Courts
- Marion County Fire Rescue
- Marion County Sheriff's Office
- Ocala Fire Rescue
- Ocala Police Department

Other partners:

- Airbus DS Communications
- Bayflight
- Century Link
- Emergency Center at Timberidge
- Federal Aviation Administration
- Federal Communications Commission
- Florida Department Law Enforcement
- Florida Forestry
- Florida Department of Health
- Leibert
- Motorola
- Munroe Regional Medical Center
- Ocala Electric Utility-OEU
- Ocala Regional Medical Center
- Priority Dispatch Corporation
- Replay
- Shands at University of Florida
- State of Florida RDSTF
- Tri-Co Communications
- TriTech
- U.S. Forest Service
- West Marion Community Hospital

The following constraints and limitations have been identified throughout the planning process: budgetary, ever-changing technologies, staff retention, loss of tenured and experienced employees, seasonal fluctuation in population and calls for service, ongoing maintenance of communications infrastructure including the rising cost of equipment and services.

"Alone we can do so little;

Together we can do so much"

~Helen Keller

Who we are

The Public Safety Communications Department consists of 84 employees charged with providing essential emergency and non-emergency services to all citizens and visitors of Marion County. This department is comprised of three divisions: 9-1-1 Management, Communications, and Radio Systems. Below you will find the mission statement of each division.

9-1-1 Management Division

The 9-1-1 Management Division exists to ensure that, when a citizen dials 9-1-1, the call is routed to the correct Public Safety Answering Point (PSAP) and the correct information appears on the call-takers Enhanced 9-1-1 Screen – in particular, the caller's name, address, telephone number, and proper emergency response agencies. In support of this mission, this division addresses all of Marion County and acts as a focal point for street sign requests. This division also directly supports the PSAPs by providing the Marion County 9-1-1 System, keeping up with the newest technical demands, and ensuring adherence to the Florida Emergency Telephone Act and the Florida State E9-1-1 Plan.
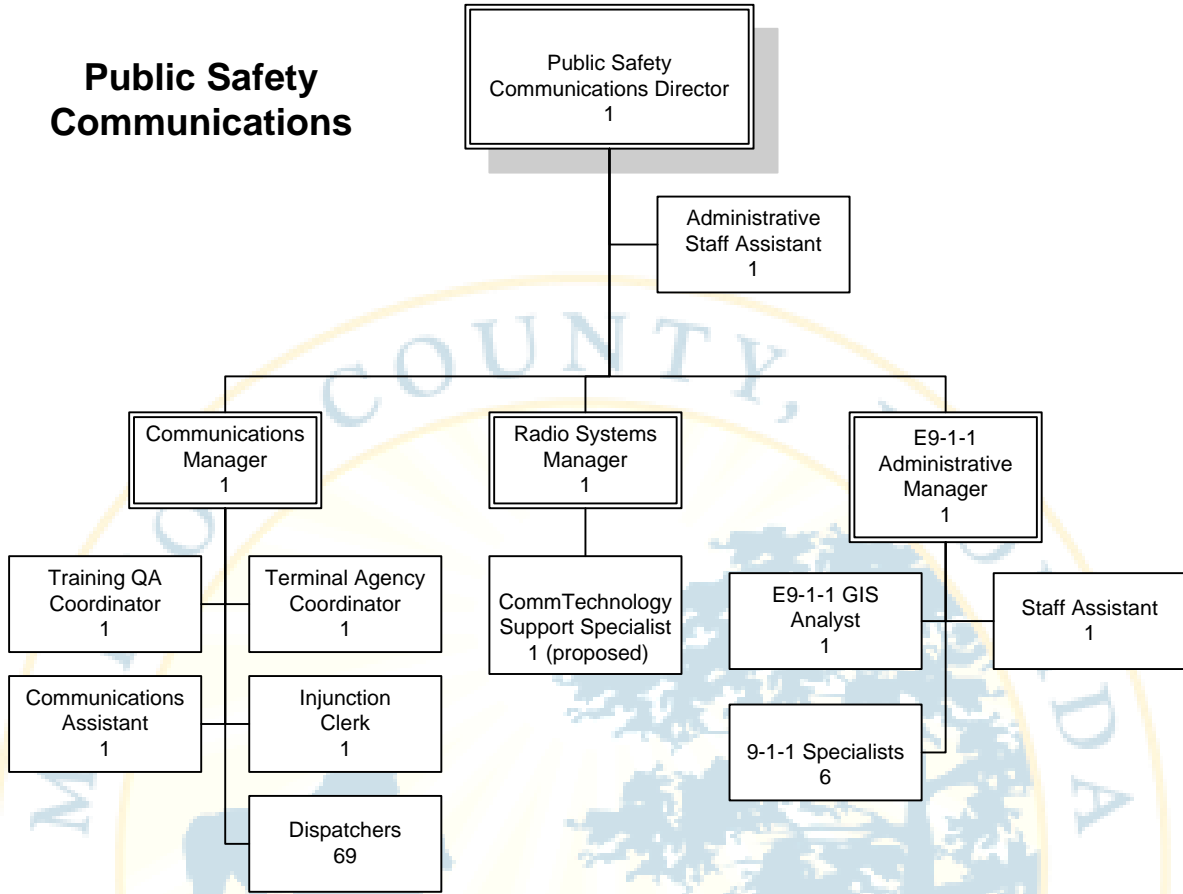
Communications Division

The Communications Division provides EMS, Fire, and Law Enforcement call taking and dispatch functions for Marion County Fire Rescue, Marion County Sheriff's Office, Ocala Fire Rescue, Belleview Police Department, and Dunnellon Police and Fire Rescue. We provide this service by utilizing the world-renowned International Academy of Emergency Dispatch (IAED) call taking protocol for EMS and Fire emergencies.

Radio Systems Division

The Public Safety Radio Division maintains the 800 MHz, UHF, and VHF systems infrastructure, and supports internal and external radio system users. The Division supports the State of Florida's Law Enforcement, Emergency Medical Services (EMS), and Regional Domestic Security Task Force (RDSTF) interoperability communications plans. The division strives to increase interoperability communications partnerships between Marion, and our surrounding counties. The Public Safety Communications Radio Division is committed to providing the highest levels of service while protecting taxpayer dollars from waste, fraud, and abuse.

Public Safety Communications

Public Safety Communications Director
1

Administrative Staff Assistant
1

Communications Manager
1

Radio Systems Manager
1

E9-1-1 Administrative Manager
1

Training QA Coordinator
1

Terminal Agency Coordinator
1

CommTechnology Support Specialist
1 (proposed)

E9-1-1 GIS Analyst
1

Staff Assistant
1

Communications Assistant
1

Injunction Clerk
1

9-1-1 Specialists
6

Dispatchers
69

Core Services

E9-1-1 Emergency System

9-1-1 System Services	2.80
Addressing/Plat Review	1.60
Emergency Services Mapping	2.00
Administrative Services	4.60
FTE	**11**

Public Safety Radio

Administrative Services	0.200
Special Projects	0.200
System Maintenance Management	0.200
Tower Management	0.200
Trouble Calls	0.200
FTE	**2**

Public Safety Communications

Incoming Calls Emergency	17.95
Incoming Calls Non-Emergency	16.95
Call Handling of Emergency Units	17.45
Dispatching of Emergency Units	16.45
Training QA	1.25
Tape Requests	1.05
Reporting Data	1.00
CAD Administration	0.25
Special Projects	0.00
Administrative Services	1.65
FTE	**74**

Public Safety Communications History and Status

In 1985, the Marion County Commission adopted the idea of implementing a 9-1-1 System. The decision was made that it be placed under the control of the county's Public Safety Office. In 1986, the Commission agreed to install an *Enhanced* 9-1-1 System with every home and street in the county identified. In January 1987, the county formally set addressing requirements, mandating that every structure in the county be assigned a quadrant address and have it posted. It was at that time the work began to assign quadrant addresses to every structure in the county. In March 1987, the County Commission made the decision to make 9-1-1 a separate county department. The County Administrator agreed with the Coordinator of the 9-1-1 Department that additional staff was needed to complete the task of addressing the county. In April of 1989, there were delays in the start of the system. People refused to allow their names and addresses to be entered properly into the system causing a high error rate when test calls were performed. In June of 1989, the County Commission approved a continuing fifty cent per phone surcharge for maintenance of the system. Finally, on October 11, 1989, the Enhanced 9-1-1 System went live.

The following is an overall timeline of all three divisions under the purview of Public Safety Communications:

➢ 2005 — the Board approved the purchase of an 800 MHz Radio System.

➢ February 2007 — the 800 MHz system went live.

➢ October 1, 2008 — Emergency Medical Services Alliance (EMSA) and Marion County Fire Rescue dispatch consolidated creating the Marion County Public Safety Communications Division.

➢ March 1, 2010 – Accredited by the International Academy of Emergency Dispatch in Emergency Fire Dispatch making Marion County Public Safety one of only 12 dually accredited centers worldwide.

➢ July 2010 – Completed expansion of 800 MHz system to a 12-channel countywide simulcast with an additional site in Dunnellon to support the far western area of the county.

➢ October 1, 2011 — The Marion County Sheriff's Office Law Call Takers, Dispatchers and Teletype Operators consolidated with the Marion County Public Safety Communications Division.
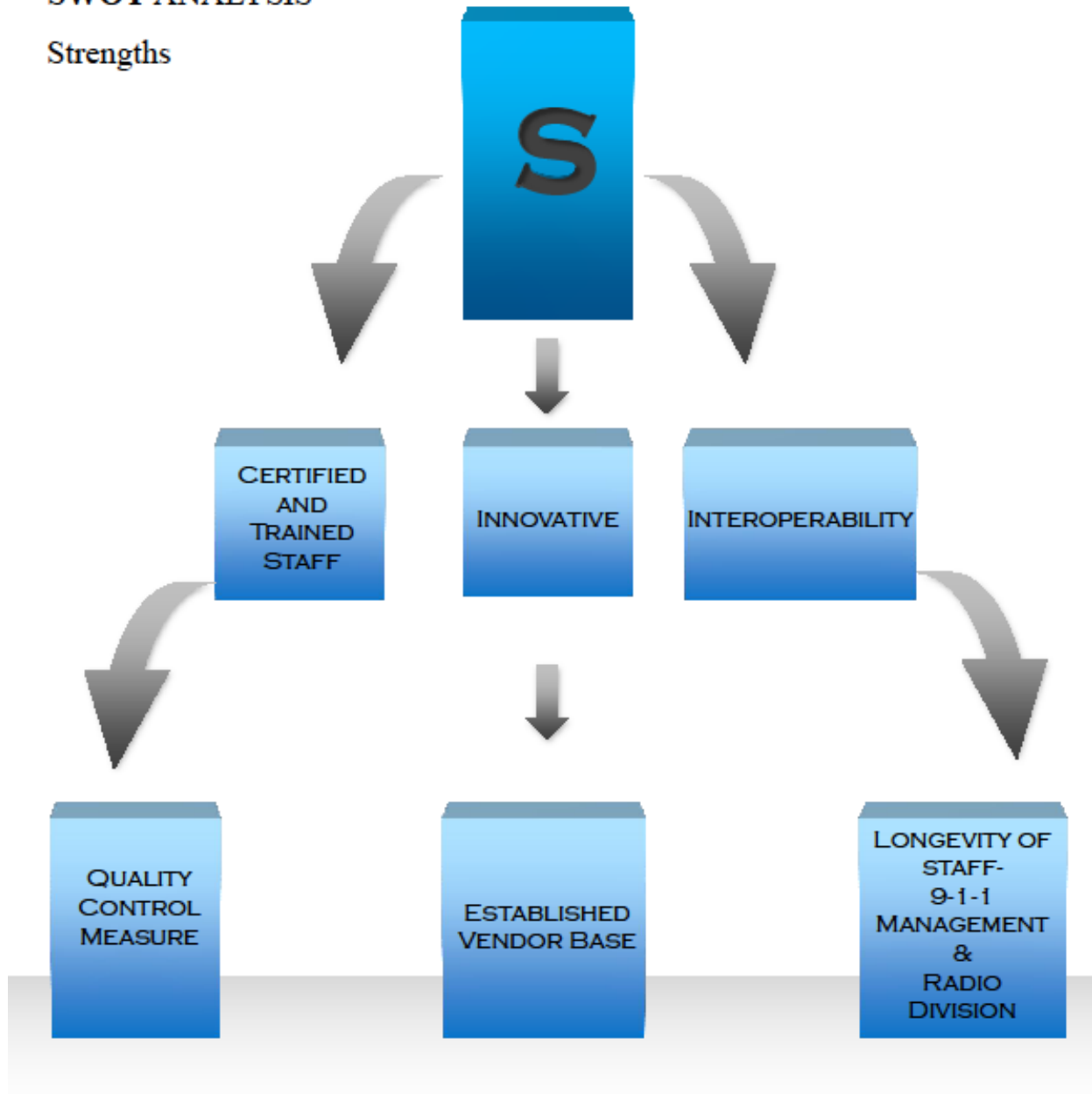
- November 15, 2011 — 9-1-1 Management Division assumed the road naming and addressing responsibilities from the City of Ocala.

- August 10, 2012 – Re-Accredited by International Academy of Emergency Dispatch in Emergency Medical Dispatch.

- October 1, 2012 — Ocala Fire Rescue consolidated with Marion County Public Safety Communications Division.

- March 20, 2013 - Re-Accredited by International Academy of Emergency Dispatch in Emergency Fire Dispatch.

- August 20, 2013 - 9-1-1 Management Division assumed the road naming and addressing responsibilities from the City of Dunnellon.

- June 26, 2014 – Communications Division accredited by the Florida Telecommunications Accreditation Commission.

- July 15, 2014 - 9-1-1 Management Division assumed the road naming and addressing responsibilities from the City of Belleview.

- August 2014 – Completed upgrade of the radio system to the 7.14 platform which included a console upgrade to a fully IP enabled solution.

- March 2015 – Completed CAD to CAD interface with Ocala Police Department.

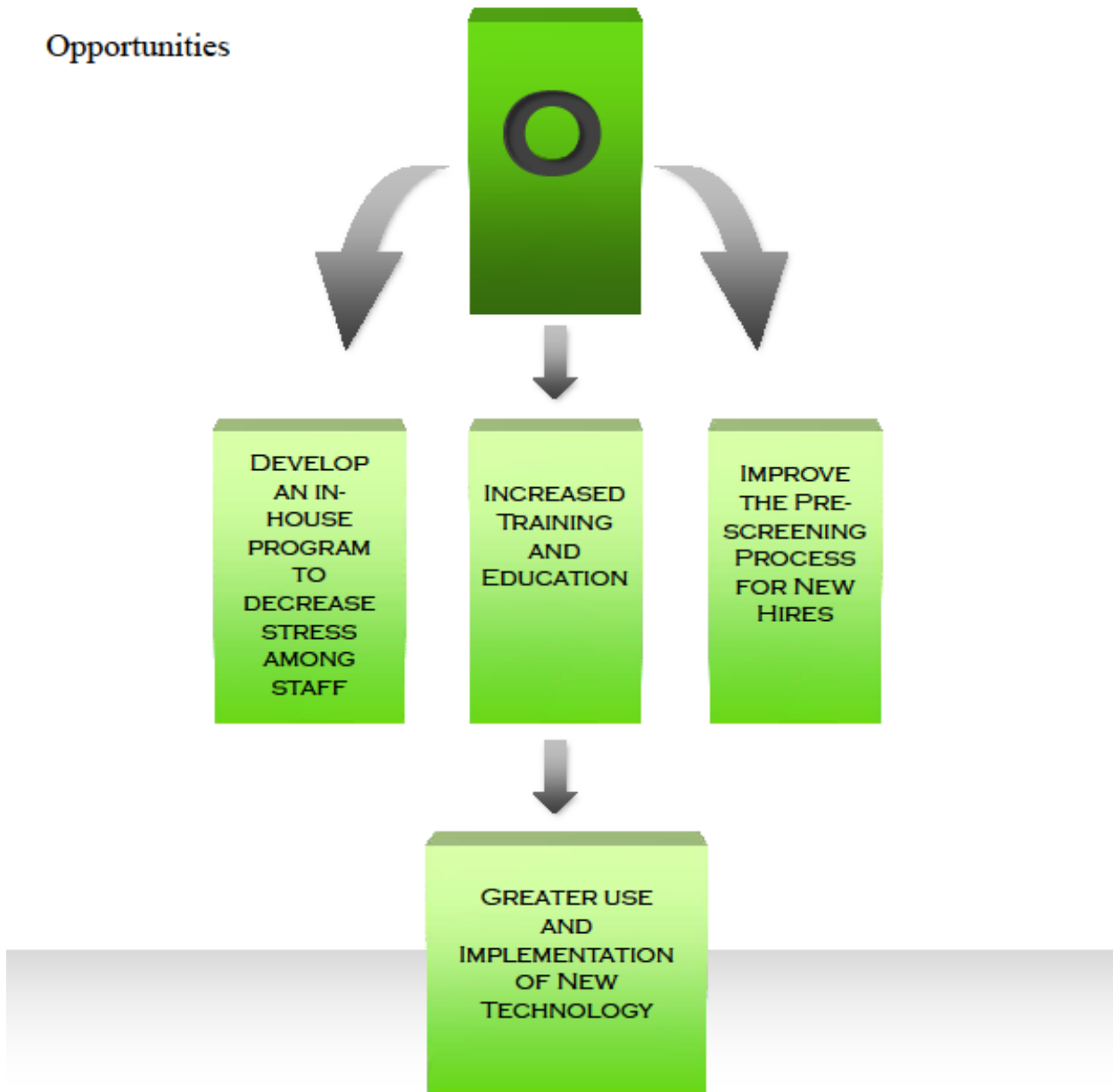*"911 What is the address of your emergency?"*
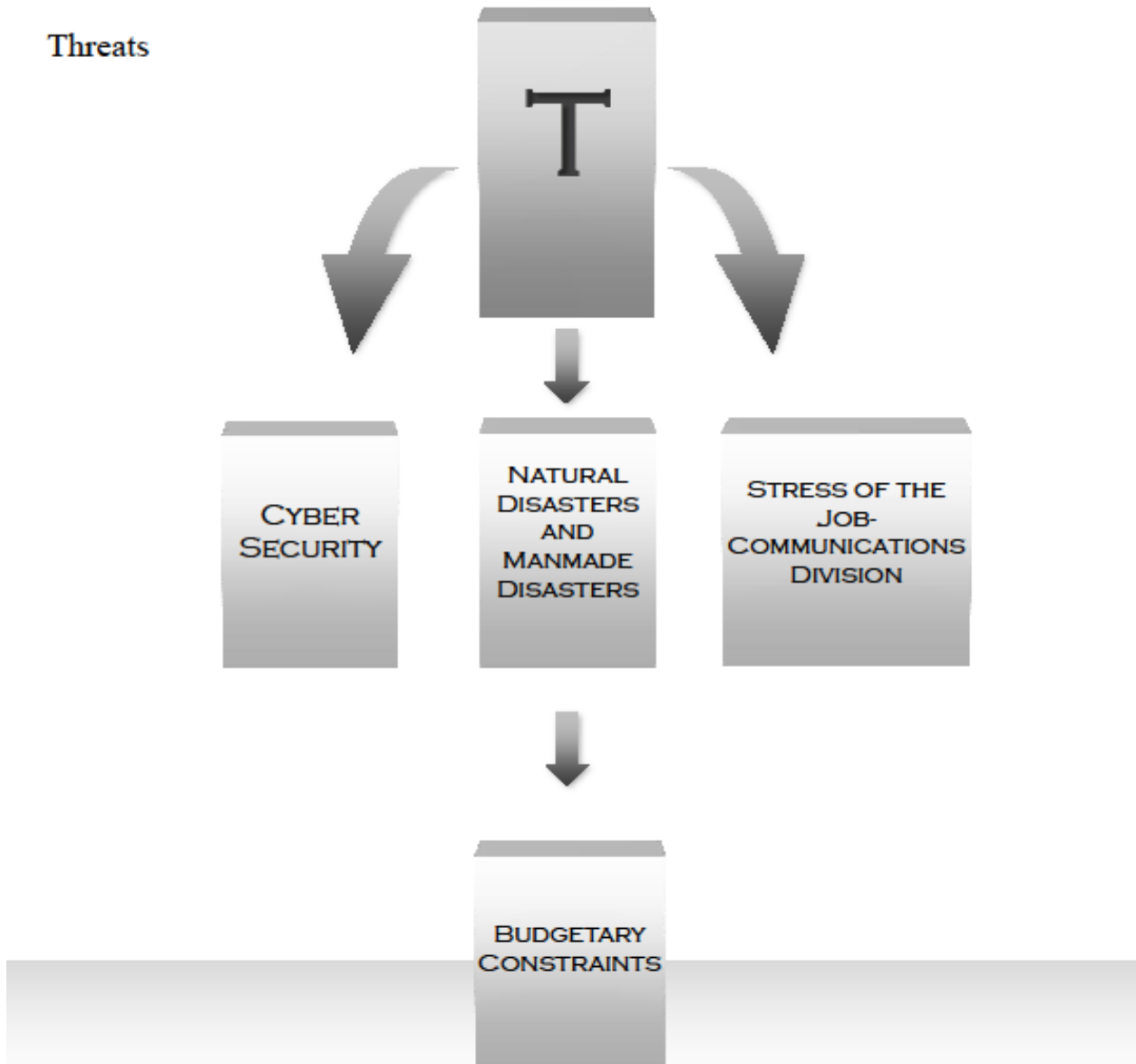
SWOT ANALYSIS

Strengths

S

CERTIFIED AND TRAINED STAFF

INNOVATIVE

INTEROPERABILITY

QUALITY CONTROL MEASURE

ESTABLISHED VENDOR BASE

LONGEVITY OF STAFF- 9-1-1 MANAGEMENT & RADIO DIVISION

SWOT ANALYSIS

Weaknesses

W

FUNDING

STAFF RETENTION-COMMUNICATIONS DIVISION

INABILITY TO CONTROL DEPENDENCY ON OTHER AGENCIES

STAFF EXPERIENCE-61% OF COMMUNICATIONS DIVISION STAFF HAS LESS THAN 2 YEARS EXPERIENCE

DECREASED STAFFING LEVELS WITH VACANT POSITIONS WHEN PERSONNEL ARE ON EXTENDED LEAVE.
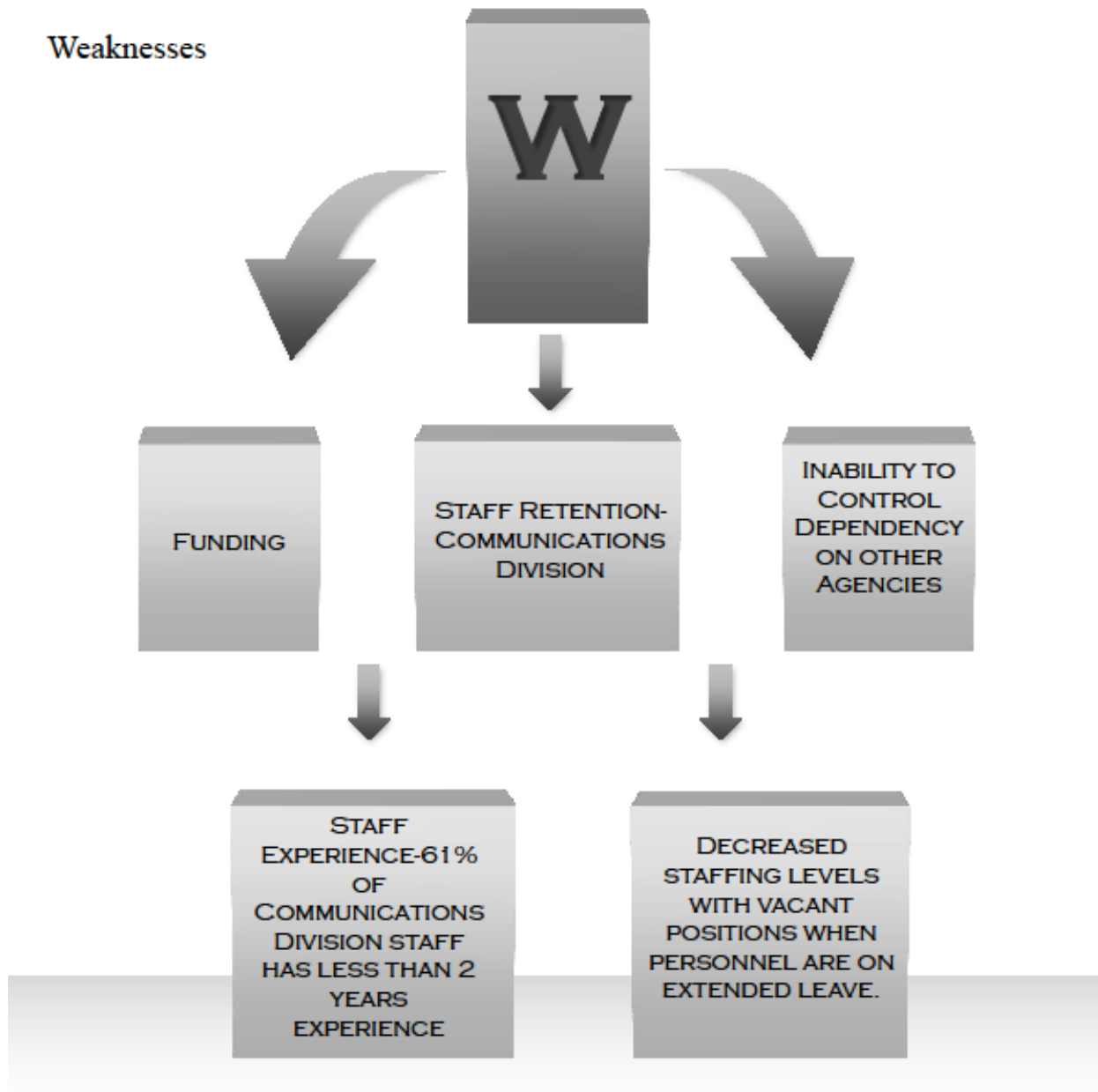
SWOT ANALYSIS

Opportunities

O

- Develop an in-house program to decrease stress among staff
- Increased Training and Education
- Improve the Pre-screening Process for New Hires
- Greater use and Implementation of New Technology

SWOT ANALYSIS

Threats

Our Mission

It is the mission of Public Safety Communications to provide an expedient communications path between Marion County's citizens in need of help and the appropriate emergency response agency, and to ensure that the emergency response agencies have adequate and accurate location information for each call. As a dual-accredited Center of Excellence, we strive to provide professional, efficient and accurate emergency telecommunications, utilizing leading edge technology, advanced protocol, training and quality assurance with dedicated teamwork and a commitment to customer service. We are dedicated in our efforts to support the Public Safety First Responders by maintaining a state-of-the-art radio system that meets or exceeds requirements of reliability, redundancy, and interoperability necessary to communicate when situations demand quick response.

Our Vision

Our vision is to ensure that the citizens of Marion County are provided with the latest in technological advancements to ensure their calls are routed to the proper agencies and handled as efficiently as possible. This vision encompasses the delivery of the highest level of service and support by merging state of the art technologies with legacy equipment and systems, assisting agencies in fulfilling their communications requirements needed in the performance of life saving missions, while protecting taxpayer dollars from waste, fraud and abuse.

The goal as an organization
is to have customer service
that is not just the best,
but legendary.

Our Values

Marion County Public Safety Communications will remain **COMMITTED**.

Courteous to all we encounter

Optimistic during trying and desperate times

Morally responsible to ourselves and our community

Multi-faceted in our professional life

Insightful and caring

Thorough in our duties and responsibilities

Thoughtful of our peers

Empathetic to those we serve

Dedicated to serve

Our greatness is not what we have;
It is what we give.

Organizational Objectives

1. Increase staff retention in the Communications Center.

2. Continue to provide a superior level of customer service.

3. Maintain our status as an Accredited Center of Excellence (ACE).

4. Increase interoperability with local, state, and federal agencies.

5. Expand and enhance training.

6. Increase departmental efficiencies while seeking opportunities for cost savings within the department.

7. Mitigate perceived threats to the department.

Organizational Objective #1

Increase staff retention in the Communications Center.

This is an ongoing process throughout all budget years.

No budget impact over current staffing expenditures.

Implementation Strategy

- Limit the amount of overtime by employing the following strategy:
  - Encourage participation in the Health Happens Program and internal Let's Get Moving Program to reduce sick call outs.
    - Implement reward program for participation in the internal Let's Get Moving Program.
  - Creative scheduling.
    - Implement staggered start times.
    - Create a CommServe position to answer only non-emergency calls during peak call hours.
- Combat telecommunicator stress
  - Critical Incident Stress Management (CISM).
    - Creation of an initial in-house response team.
    - Expand the use of outside resources for CISM.
  - Immediate intervention following a stressful incident.
    - Incidents mitigated by in-house team until the arrival of the outside resource.

Timeline and Budget Impact

Organizational Objective #1	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Increase staff retention in the Communications Center.	81%	88% minimum	88% minimum	88% minimum	88% minimum	None over current staffing expenditures

Organizational Objective #2

Continue to provide a superior level of customer service.

This is an ongoing process throughout all budget years.

No budget impact over current staffing expenditures.

Implementation Strategy

➕ Continued participation in county provided training program. The following courses will assist in providing employees with the skills needed to continue providing excellent customer service.

- Attitude Means Everything
- Basic Listening Skills
- Communicating with Diplomacy and Tact
- Dealing with Angry and Difficult Customers
- Effective Customer Service
- Strengthening Your People Skills

➕ Maintain open communication with partner agencies and the public.

- Operations/Communications Committee
  - MCSO
  - MCFR and OFR
- Baker Act Task Force
- Radio Users Meeting
- 911 Operations Committee Meeting

Timeline and Budget Impact

Organizational Objective #2	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Continue to provide a superior level of customer service.	99.90%	100%	100%	100%	100%	None over current expenditures

Organizational Objective #3

Maintain our status as an Accredited Center of Excellence.

This is an ongoing process throughout all budget years.

No budget impact over current budgeted amounts for accreditation.

Implementation Strategy

- Encourage personnel through constructive feedback.

  ▪ Provide feedback utilizing the EMD, EFD, Law monthly feedback form.

- Mandatory completion of continuing dispatch education provided by the Journal of Emergency Dispatch.

  ▪ Completing monthly medical and fire CDE quizzes.

Timeline and Budget Impact

Organizational Objective #3	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Maintain our status as an Accredited Center of Excellence (ACE).	98%	95% minimum	95% minimum	95% minimum	95% minimum	None over current expenditures

Organizational Objective #4

Increase interoperability with local, state, and federal agencies.

This is an ongoing process throughout all budget years.

CIP put in place to plan for associated costs.

Implementation Strategy

➕ Actively participate in the RDSTF committee meetings.

- Participate in Region's 3 and 9 Interoperability Communications Committees

➕ Coordinate meetings with local and surrounding county/city radio systems managers.

➕ Installation and connection to a Regional 9-1-1 Network with our Region 3 and surrounding counties to provide delivery of current and future emergency services without compromising the integrity of the network. It will allow for dynamic call routing and enable 9-1-1 calls with the associated data to be routed to any Public Safety Answering Point (PSAP) participating in a regional network.

Timeline and Budget Impact

Organizational Objective #4	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Increase interoperability with local, state, and federal agencies.	$0	Ensure funding availability	Initial implementation $500,000	Network maintenance charges TBD	Network maintenance charges TBD	Total CIP $500,000

Regional Domestic Security Task Forces
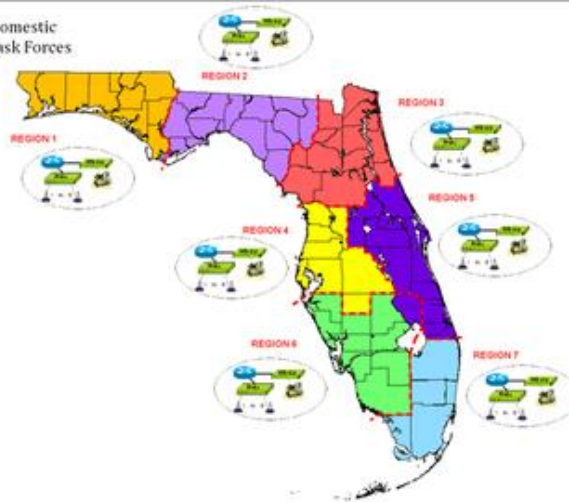
Organizational Objective #5

Expand and enhance training.

This is an ongoing process throughout all budget years.

Budget impact minimal.

Implementation Strategy

- Exceed the state-mandated 240 hours of training.
  - Provide job-specific training classes to expand the knowledge of staff.
- Offer combined training opportunities to partner agencies.
  - Invite partner agencies to participate in Public Safety Communications classes and Emergency Medical Dispatch classes.
  - Invite partner agencies to participate in Public Safety Communications provided Basic Life Support course.
- Increase opportunities for cross training within the department.

Timeline and Budget Impact

Organizational Objective #5	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Expand and enhance training.	Define and discuss with parnter agencies	Expand CDE training	Increase additional CDE training by 20 hours	Increase additional CDE training by 10 hours	Increase additional CDE training by 10 hours	None over current expenditures

Organizational Objective #6

Increase departmental efficiencies while seeking opportunities for cost savings within the department.

This is an ongoing process throughout all budget years.

No budget impact.

Implementation Strategy

✚ Explore opportunities for increased productivity through staff retention.

- ▪ Review departmental standard operating guidelines annually.
- ▪ Explore agency best practices.

✚ Perform annual analysis of departmental spending.

Timeline and Budget Impact

Organizational Objective #6	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Increase departmental efficiencies while seeking opportunities for cost savings within the department.	4.4 years	5.4 years	4.9 years	5.5 years	6.4 years	No direct budget impact
	Through staff retention there could be an approximate cost-savings of $18,000 per year in certification cost, not including salary and benefits					

Organizational Objective #7

Mitigate perceived threats to the department.

This is an ongoing process throughout all budget years.

CIP put in place to plan for costs associated.

➕ Prepare for and identify funding sources for replacement of 800 MHz end-user radio equipment that will no longer be supported by the manufacturer beginning in FY 2018.

- Possible grant funding.
- Sales tax for Public Safety.
- General Fund.

➕ Natural and Manmade disasters.

- Annually review and update departmental disaster plans.
- Identify potential targets and address needs.

➕ Cybersecurity

- Review and update local security policies and procedures.
- Ensure all authorized personnel are screened properly.
- Keep all security patches current.

Timeline and Budget Impact

Organizational Objective #7	FY 15-16	FY 16-17	FY 17-18	FY 18-19	FY 19-20	Budget Impact
Mitigate perceived threats to the department.	Research Funding Options	Ensure funding availability	Initial implementation $3,780,213	Ongoing Implementation $3,139,735	Ongoing Implementation $1,222,069	Total CIP $8,142,017

Financial Projections, Performance Measures, Benchmarks

Revenues

9-1-1 Emergency System	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Revenues							
Fees - Emergency	1,470,000	1,470,000	1,499,400	1,529,388	1,559,976	1,591,176	1,623,000
Interest - Board	2,000	2,000	2,000	2,000	2,000	2,000	2,000
Budget Transfer from General Fund	77,683	77,683	80,790	84,022	87,383	90,878	94,513
Total Revenues	**1,549,683**	**1,549,683**	**1,582,190**	**1,615,410**	**1,649,359**	**1,684,054**	**1,719,513**

Public Safety Communications	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Revenues							
Local Govt Grant - City of Ocala	238,835	238,835	248,388	258,324	268,657	279,403	290,579
Budget Transfer from Fine & Forfeiture Fund	90,854	90,854	94,488	98,268	102,199	106,287	110,538
Budget Transfer from MSTU for Law	2,072,326	2,072,326	2,155,219	2,241,428	2,331,085	2,424,328	2,521,301
Budget Transfer from Fire Protection	957,437	957,437	995,734	1,035,563	1,076,986	1,120,065	1,164,868
Total Revenues	**3,359,452**	**3,359,452**	**3,493,829**	**3,633,583**	**3,778,927**	**3,930,083**	**4,087,286**

Public Safety Radio	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Revenues							
Rental - Equipment	130,000	130,000	135,200	140,608	146,232	152,081	158,164
Total Revenue	**130,000**	**130,000**	**135,200**	**140,608**	**146,232**	**152,081**	**158,164**

Expenditures

9-1-1 Emergency System	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Expenditures							
Personnel	578,918	578,918	590,325	600,022	610,964	618,897	631,558
Operating	925,762	925,762	1,004,802	869,794	877,416	895,292	903,320
Total Expenditures	**1,504,680**	**1,504,680**	**1,595,127**	**1,469,816**	**1,488,380**	**1,514,189**	**1,534,878**

Public Safety Communications	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Expenditures							
Personnel	3,901,986	3,779,787	3,852,720	3,916,804	3,987,178	4,064,656	4,149,830
Operating	434,976	557,175	412,392	424,787	433,638	444,965	458,054
Capital	4,600	4,600	38,000	0	0	0	0
Total Expenditures	**4,341,562**	**4,341,562**	**4,303,112**	**4,341,591**	**4,420,816**	**4,509,621**	**4,607,884**

Public Safety Radio	FY 2015 Adopted	FY 2015 Amended	FY 2016 Budget	FY 2017 Budget	FY 2018 Budget	FY 2019 Budget	FY 2020 Budget
Expenditures							
Personnel	71,851	71,851	117,318	119,050	120,952	123,046	125,348
Operating	1,417,173	1,417,173	1,422,237	1,419,254	1,425,276	1,417,022	1,429,110
Capital	323,161	323,161	244,201	244,201	244,201	244,201	244,201
CIP					3,780,213	3,139,735	1,222,069
Total Expenditures	**1,812,185**	**1,812,185**	**1,783,756**	**1,782,505**	**5,570,642**	**4,924,004**	**3,020,728**

Performance Measures and Benchmarks

9-1-1 Management

Performance Measure	Benchmark	FY 2013 Performance	FY 2014 Performance	FY 2015 Projection
9-1-1 Database accuracy	100%	100%	99.97%	100%
Customer record accuracy	100%	100%	99.98%	100%
Emergency response map accuracy	100%	100%	100%	100%
Master Street Address Guide accuracy	100%	100%	99.98%	100%

Communications

Performance Measure	Benchmark	FY 2013 Performance	FY 2014 Performance	FY 2015 Projection
Calls QA'd	2,880	2,899	3,089	2,880
EFD/EMD Compliance	98%	98.34%	98.14%	98%
Fire call received to queue	60 seconds	New PM created in 2014	75 seconds	60 seconds
Incoming 9-1-1 calls	148,000	138,427	147,298	148,000
Incoming administrative calls	300,000	485,301	551,363	555,000
Law call received to queue	90 seconds	New PM created in 2014	105 seconds	90 seconds
Medical call received to queue	45 seconds	New PM created in 2014	50 seconds	45 seconds
Total CAD calls	369,000	New PM created in 2014	369,106	369,000

Radio Systems

Performance Measure	Benchmark	FY 2013 Performance	FY 2014 Performance	FY 2015 Projection
800 MHz call duration	9	8	8	9
800 MHz radio system busies	3	0	0	6
800 MHz radio systems sites	9	9	9	9
800 MHz radio system usage	7,463,212	5,703,903	8,159,076	7,200,000
800 MHz radio system users	2,555	2,407	2,517	2,579
Radio service calls	540	517	538	504
UHF radio system sites	3	4	4	3
VHF radio system sites	2	2	2	2

"It is true a journey of a thousand miles begins with a single step,

However, without clear communication, your thousand mile journey could wind up two thousand miles from where you intended to go!"

Alphonso Gordon

Appendices

9-1-1 Management Division
In order of appearance

- ❖ Marion County Quadrant Addressing System Explanation
- ❖ E9-1-1 Management Address Application
- ❖ E9-1-1 MSAG Maintenance Ledger
- ❖ E9-1-1 Management Customer Satisfaction Survey
- ❖ E9-1-1 Problem Form
- ❖ Inquiry Form (Incorrect ALI Report)
- ❖ E9-1-1 Management Address Discrepancy Form
- ❖ TDD Test Call Log
- ❖ File of Life
- ❖ "9-1-1 Saves Lives" Brochure — English
- ❖ "9-1-1 Saves Lives" Brochure — Spanish
- ❖ "9-1-1. . .the one number you should know" Brochure
- ❖ Address Change Postcard
- ❖ E9-1-1 Glancer
- ❖ "Frequently Asked Questions"— Wireless 9-1-1 Calls Brochure
- ❖ "9-1-1 What Parents Need to Know" Flyer — English
- ❖ "9-1-1 What Parents Need to Know" Flyer — Spanish
- ❖ "9-1-1 What Teens Need to Know" Flyer — English
- ❖ "9-1-1 What Teens Need to Know" Flyer — Spanish
- ❖ "9-1-1 What Kids Need to Know" Flyer — English
- ❖ "9-1-1 What Kids Need to Know" Flyer — Spanish
- ❖ Project Locate Card
- ❖ Cell Phone Sally Bookmark and Card
- ❖ Learn About 9-1-1 Coloring Book

THE MARION COUNTY QUADRANT ADDRESSING SYSTEM

The Marion County Quadrant Addressing System began in Ocala and has expanded throughout the County in accordance with *Marion County Ordinance #04-24,* which can be found at www.municode.com, Chapter 15, Article 2. This is a system of naming roads as well as assigning house numbers to businesses, residences, and structures throughout the County.

The following pages briefly explain the County's addressing system. This system covers all the unincorporated areas of the County but does not necessarily apply in the municipalities of Belleview, Dunnellon, and McIntosh. These cities control their street naming and /or house numbering or both.

This pamphlet is published as a guide to help the reader learn Marion County's addressing system. No attempt has been made to cover every facet or explain any exceptions that may exist.

NOTE TO READER: As you travel through the County, please make note of any addressing areas that are confusing or appear to be in error. Please let us know by stopping by the 9-1-1 office, calling us or sending us an e-mail. Your input is welcome and it will help make Marion County addressing the finest location system in the State.

Marion County
Board of County Commissioners
9-1-1 MANAGEMENT DIVISION
2710 E. Silver Springs Blvd.
Ocala, FL 34470
352/671-8460 (phone)
352/671-8798 (fax)
publicsafety@marioncountyfl.org

THE QUADRANT SYSTEM

The addressing scheme used in Marion County is called the Quadrant System and is based on the Cartesian system of graph coordinates (x-y system). The origin for the system (0,0 point) is the intersection of Ft. King Street and Magnolia Avenue in the City of Ocala. The resulting four quadrants have the directionals of NE, SE, SW, and NW.

Marion County

Because the established system of land surveying was in place long before addressing was thought about, the survey section lines have been used for years, in Marion County, as the basis of the quadrant grid system. A portion of the SE Quadrant is shown here with **Section 2, Township 17, Range 24** shaded.

Map of Marion County showing Section Lines

A portion of the SE Quadrant

34	35	36	31
3	2	1	6
10	11	12	7
15	14	13	18

Twp.16
Twp.17

Enlarged View

Rge. 24   Rge.25

Each section is gridded using evenly spaced lines running East and West and North and South. In this example we have section 2 (which is shaded on the previous page) with the grid complete. Streets, Places, Lanes and Loops will take their names from the E-W grid lines. Avenues, Courts, Terraces and Circles will take their names from the N-S grid lines.

TYPICAL COUNTY SECTION

Section 2—Township 17—Range 24

Grid numbers for Streets, Places, Lanes and Loops

120
121
122
123
124
125
126
127
128
129
130

160 161 162 163 164 165 166 167 168 169 170
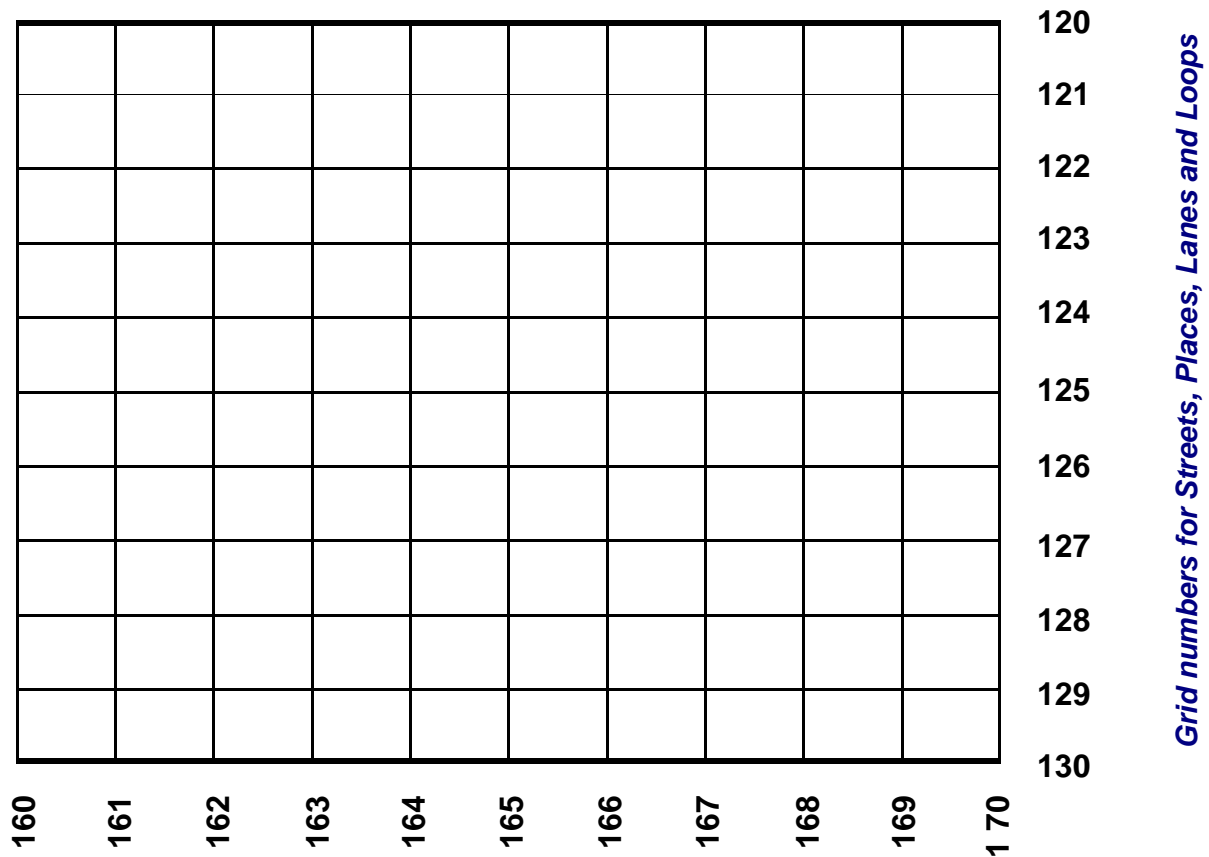
Grid numbers for Avenues, Courts, Terraces and Circles

N

Each "square" formed by the intersection of four grid lines is divided into thirds for the naming of Streets, Places, and Lanes (the East and West roads) and Avenues, Courts and Terraces (the North and South roads). The numbers shown in each third are the house numbers that should be found in that section of roadway. The length of each side of the square is usually 528 feet.
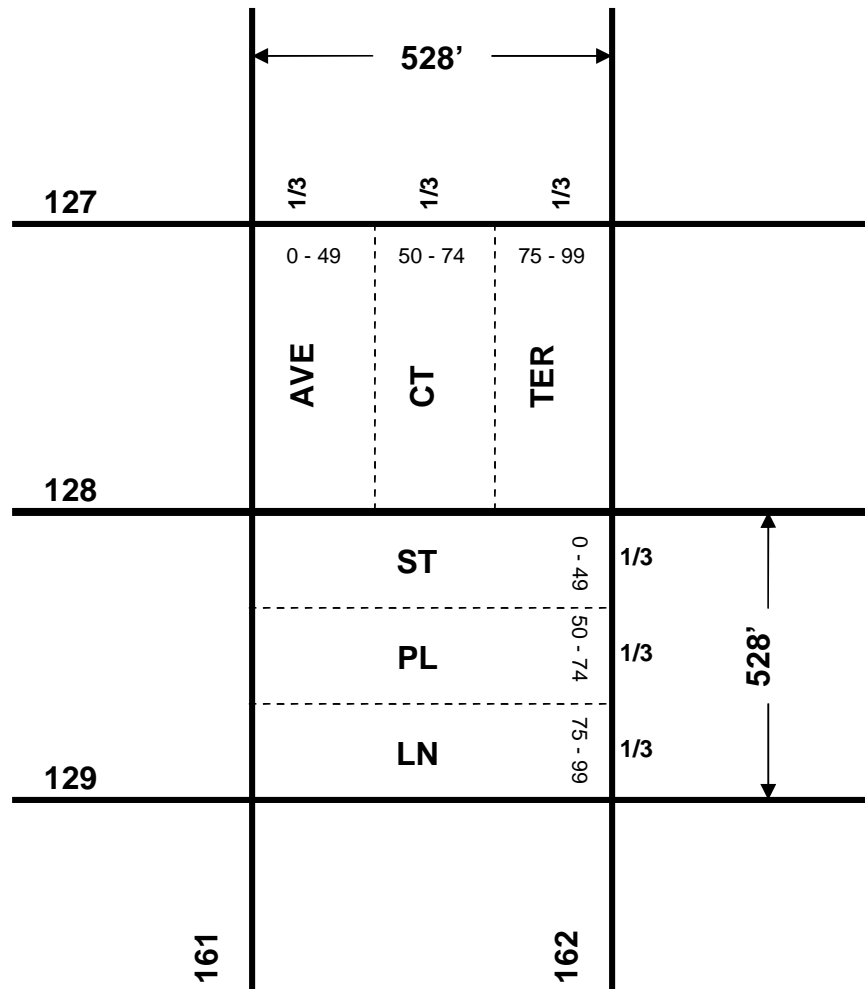
1) STREET
2) PLACE
3) LANE

1) AVENUE
2) COURT
3) TERRACE

ROAD NAMING AND STRUCTURE ADDRESSING

The final step is to name the roads and give house numbers to the structures. The numbers are chosen for even spacing through the grid, and the odd/even house number convention is shown in the lower right. The addressing of straight N-S and E-W roads is easily done from the grid. Some roads, however, do not fall into these categories. If the road meanders and crosses grid lines, it is named for its predominant direction (N & S or E & W) and from the intersecting road at the end that has the most traffic (in this way the number sequencing for the busy road stays intact). These roads have "ROAD" as the street type at the end of their name. This example has two such roads.

Remember— this type of road may be out of number sequence on some cross-streets.

SE 127th Place is the busiest street that the meandering N - S road crosses. Since the intersection falls at the 163rd Court grid line, the road is called SE 163rd Court Road.

SE 165th Avenue is the busiest avenue that the meandering E –W road crosses. Since the intersection falls at the 126th Street grid line, the road is called SE 126th Street Road.
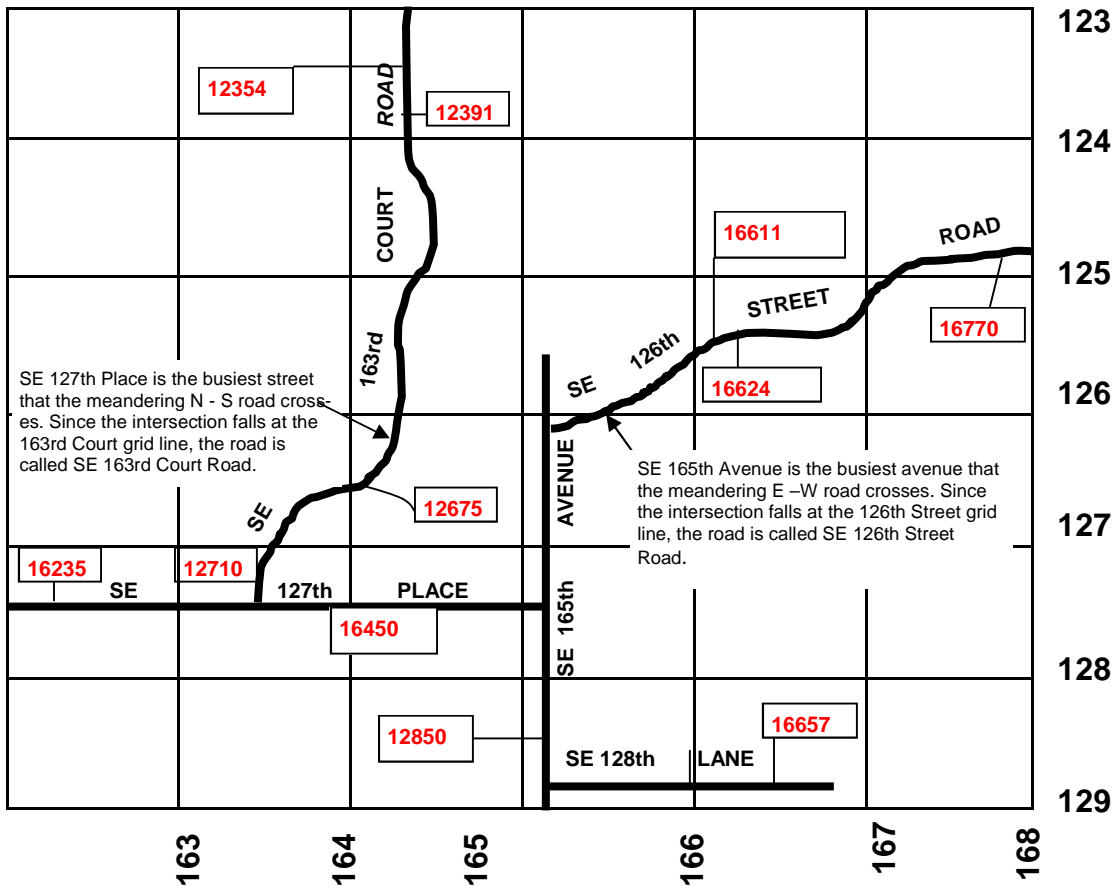
HOUSE NUMBER CONVENTION

	N ODD	
W EVEN		E ODD
	S EVEN	

ROAD NAMING AND STRUCTURE ADDRESSING (CONT'D.)

If a Loop or Circle is involved, one end of it is named from the grid square that best matches the numbering sequence of the cross street. Loops are addressed like Streets and Circles are addressed the same as Avenues. Because Loops and Circles usually travel in many directions (they are curved) house numbering is sequential. This results in having the odd addresses on the same side of the road all the way around and the even numbers on the other side all the way around. Were the standard house numbering convention used, odd numbers and even numbers would often swap sides of the street.
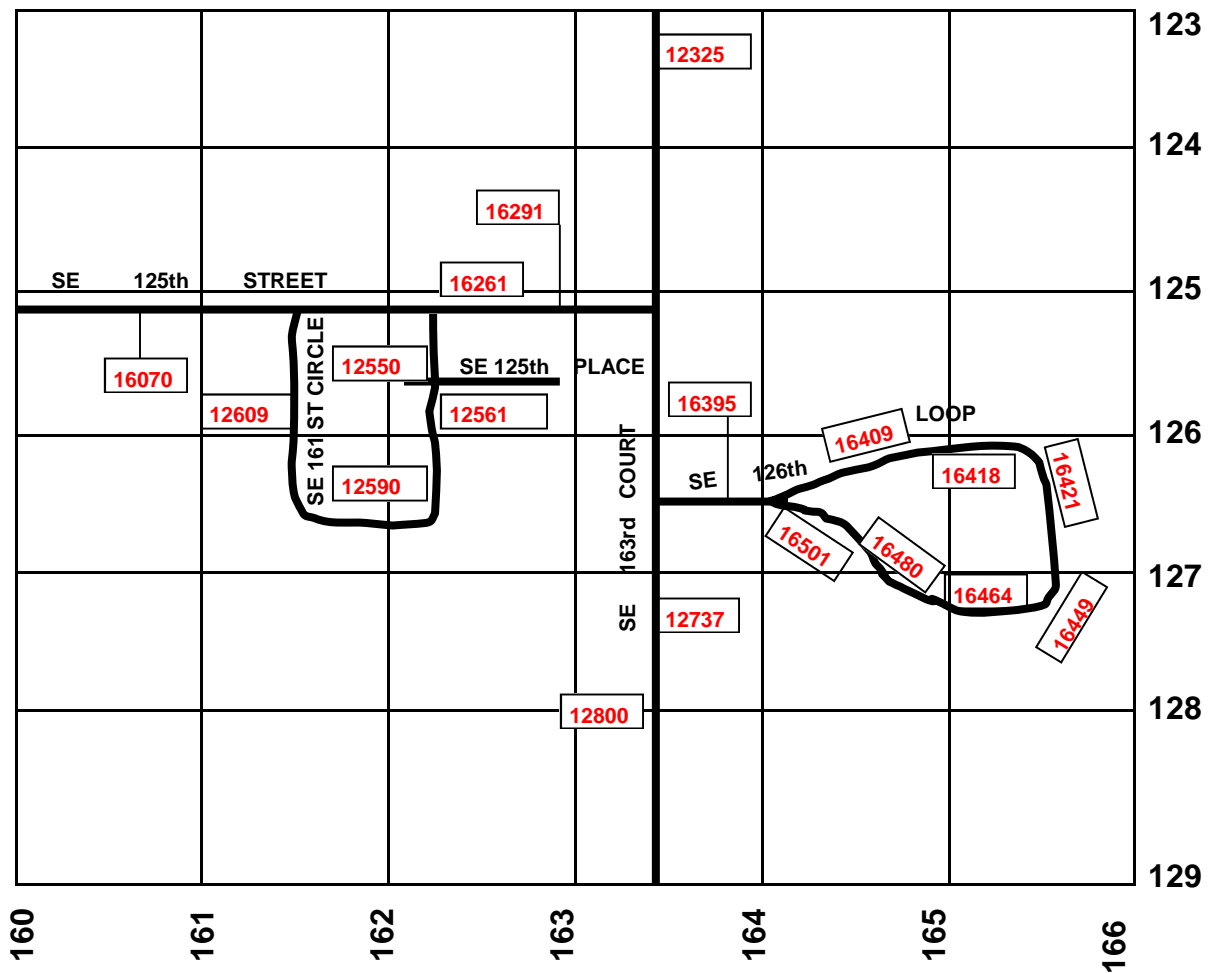
MARION COUNTY QUADRANT SYSTEM

East — West Roads

STREET

PLACE

LANE

LOOP

ROAD

LN

PL

ST

**NAMED FROM THE
EAST — WEST
GRID LINES**

North — South Roads

AVENUE

COURT

TERRACE

CIRCLE

AVE

CT

TER

ROAD
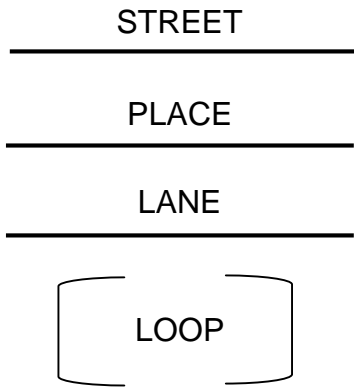
**NAMED FROM THE
NORTH — SOUTH
GRID LINES**
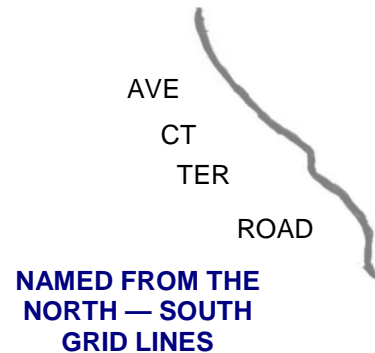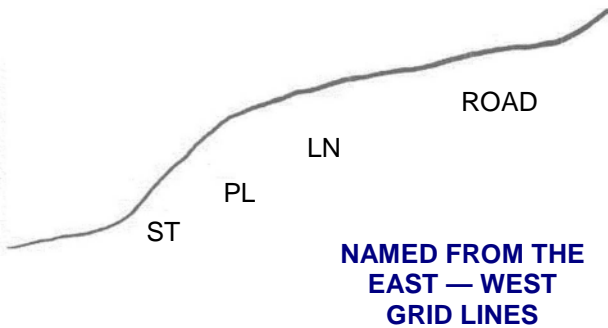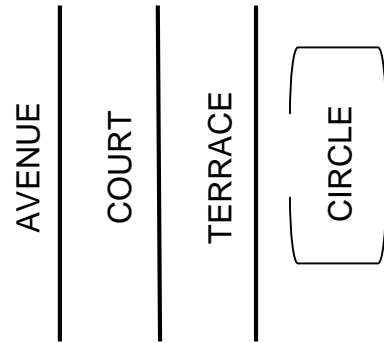
Streets, Places and Lanes (with or without Road on the end) run East and West (or mostly East and West).

Avenues, Courts and Terraces (with or without Road on the end) run North and South (or mostly North and South).

ROADS – When a street crosses several grid lines it receives a **Road** designation at the end, e.g. Street Road; Court Road; Lane Road. This alerts the traveler that the cross-street block range will **not** hold true for the house number. For example, if you are traveling north and cross 35th Street the house numbers will begin with 3500, however if you are traveling north and cross 35th Street Road the house numbers will not follow the cross-street – they may be in the 3400s or 3700s. There is no way to tell without a quadrant map, some roads meander a little and some a lot.

LOOPS and CIRCLES are numbered sequentially (using quadrant house numbers) from one end to the other; ODD and EVEN house numbers do not swap sides of the street.

HOW TO DECODE AN ADDRESS

3844   SW   151st   Street

GRID NUMBER
where house is
located on road

Quadrant

GRID NUMBER
where road is
located in quadrant

Road type

Indicates which GRID
(N-S or E-W)
the road was
named from
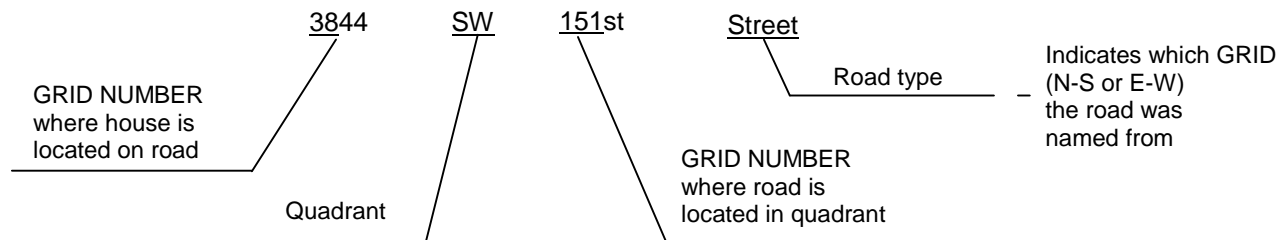
Follow these easy step to find an address location using a quadrant map:
1) Locate quadrant
2) Determine road type (N—S or E—W)
3) Use road type and quadrant number to locate road GRID LINE and then road
4) Locate house number GRID LINE where it crosses the road
5) This intersection is the location of the address

MARION COUNTY
BOARD OF COUNTY COMMISSIONERS

Public Safety Communications
9-1-1 Management Division
2710 E. Silver Springs Blvd, Ocala, Florida 34470 (352)
671-8460 • Fax (352) 671-8798 TDD (352) 671-8799

ADDRESS APPLICATION
(Drop this off with the Building Permit paperwork if pulling a permit)

1. Tell us where your property is:

Parcel ID Number _____Section _____ Township _____ Range _____

Subdivision & Phase/Unit _____ Block _____ Lot(s) _____

2. What type of work are you doing?

(circle one from this group)   SFR   Mbl/Mfg Home   Commercial Bldg   Vacant   Other _____

(circle one from this group)   New   Replacement

List the former structure's address here _____

Resident name _____ Structure phone _____

3. Site Plan Information (Site plan must be complete, no exceptions):

All structures must be indicated. All addresses must be identified for existing structures. All roads bordering your property must be identified. Indicate front door. The property dimensions indicated on your site plan must match your legal description. (If you only have a part of the parcel above, include a copy of your deed.)

On what road does your driveway come out? _____

_____ Structure is 50' or more from frontage road OR

_____ Access to, or vision of, front door is/will be obstructed in some way (fence, ditch, etc.) OR

_____ Corner lot — Which street does your front door face:_____

4. Mail the information to the following address: **Daytime phone, including area code (*M thru F, 8-5*):**

_____   _____

_____

_____

> *NOTE: Incomplete or illegible items delay address processing and may result in permit hold, C/O hold, non-issuance or change of address for your structure.*

5. Office Use Only

ARN# _____ Work Type _____ By _____ Date _____

Address _____ MMV _____

Community _____

Letter Type (R / C / V / T) _____ Map Used _____

Form 911APP-12/10

HOW TO COMPLETE THE
9-1-1 MANAGEMENT ADDRESS APPLICATION

Section 1 — Fill in all the blanks in this section

A copy of the site plan is required to plot **every** legal description supplied. If it DOES NOT match, an effort to contact you by phone will be made. If unsuccessful, notes and/or a permit hold will be placed against the permit.

If replacing a home or your present address needs verification, all current phone numbers assigned to that structure MUST be listed.

Section 2 — Check <u>one</u> work type AND <u>one</u> structure type

Identifying structure type is how your address is referenced. This also prevents duplicate addressing and re-addressing of structures or parcels where the address is already known. Indicate if a NEW structure is being added or an existing one is being REPLACED.

If "Other" is selected, identify what type of work is being done (well, electric, pole barn).

Section 3 — The site plan must be complete to receive a 9-1-1 sign-off

- Indicate all streets surrounding your property
- Indicate the FRONT of your structure
- Show all structures (barns, apartments, guest houses, etc)
- Your property dimensions MUST MATCH the legal description of current record
- If there is a change in the legal description, include a copy of your deed showing the new legal description

Note: The site plan may be hand-drawn to scale. A copy may be also printed from the property appraiser's website, using the "Map It" tool: www.pa.marion.fl.us

Section 4 — Complete return/mailing information

All contact information must be completed, including <u>your</u> name, company name, full address (city, state, zip code). If applying for a permit, your address and posting requirements will be listed on your job card.

Include your phone number in case there are questions regarding the application.

Section 5 — Leave this section blank.

The last section is for office use only.

If you have any questions, please call (352) 671-8460. Thank you.

E 9-1-1 MSAG MAINTENANCE LEDGER

CONTROL #
_____

Date	Initiated By	County		State	Authorizing Signature

Purpose of Ledger:
- ☐ Add New Street & Range(s)
- ☐ Add Range to Existing Street
- ☐ Remove Existing Range(s)

Change Existing:
- ☐ Comm. Name   ☐ Odd/Even
- ☐ Directional   ☐ Range
- ☐ ESN   ☐ Street Name

Ledger Resulted From:
- ☐ Annexation
- ☐ ESN Boundary Change
- ☐ Other

FUNCTION: ☐ ADD ☐ CHANGE ☐ DELETE   **NEAREST CROSSROAD:** _____

Remarks: S: _____   T: _____   R: _____

Existing MSAG Entry

DIR	Street Name			Type	SFX

Community Name		Zip Code

Low Number	High Range	O/E/B	ESN	EXCH	TELCO
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

New MSAG Entry

DIR	Street Name			Type	SFX

Community Name	Check One ☐ Rural ☐ City	Zip Code

Low Number	High Range	O/E/B	ESN	EXCH	TELCO
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

COUNTY COORDINATOR OR SPRINT USE ONLY

DISCREPANCY

☐ **Range Not in MSAG**   ☐ **Need Specific Address**

☐ **Street Not in MSAG**   ☐ **Other** _____

Telco Comments _____
_____
_____

Customer

Address

Community

Telephone Number	Exchange	Non-Pub 4

County Coordinator Comments _____
_____
_____

MSAG Revision Date _____

SPRINT USE ONLY

Date Received	Date Input	Date County Copy Returned	Rep Name

Comments:

SENT TO:			FROM	
Company	Telephone	Fax	Company	Telephone
	( )	( )		( )

CUSTOMER SURVEY

In an effort to *"Meet your needs by exceeding your expectations"*, we would appreciate you taking the time to fill out this comment form about your visit to our Department. Please feel free to take the form with you and return it to us at your leisure, either via mail or fax to the address or number above. If you would like a response to your comments, please include your contact information and we will endeavor to reply as soon as possible. Your comments will be used to develop training plans within our Department, fine tune our procedures, and address any and all concerns where we may have fallen short of providing the exceptional customer service you deserve.

1. What was the purpose of your visit?

    _____

2. Which staff member(s) assisted you?

    _____

			Poor				**Excellent**

3. What was your first impression of the 9-1-1 Management Department?   1   2   3   4   5
    (Please rate Appearance, Cleanliness and Atmosphere)

    Comments: _____

    _____

4. How well did the staff serve you?   1   2   3   4   5
    (Please rate Friendliness, Courtesy and Professionalism)

    Comments: _____

    _____

5. How well was your issue resolved?   1   2   3   4   5
    (Please rate Timeliness, Accuracy and Explanations, if applicable)

    Comments: _____

    _____

6. Is there anything we can do to improve our service?

    _____

    _____

    _____

    Your contact information (Name, Address, and Phone Number) (*Optional*)

    _____

    _____

Thank you for taking the time to help us help you!

9-1-1 Problem Form

Caller: _____ Telephone Number: _____ Entered by:
Select

Assigned to: Date: _____ Time: _____
Select...

9-1-1 Call Made:

From Telephone Number: _____ Date: _____ Time: _____

Routed to: _____ Parcel Number: _____ Address: _____

Reason for Report:
_____
_____
_____

Information in our Records:

Name: _____ Telephone Number: _____ MSAG Valid
☐ Yes   ☐ No

ESN: _____ Community: Date Issued: _____
Select...

Information in Johnson City:

Telephone Number: _____ Name: _____ Address: _____

ESN: _____ Community: Date Service Went in: _____
Select...

Spoke With: _____ Telco: _____ Date: _____ Time: _____

Describe how Problem was Resolved:
_____
_____
_____
_____

Ticket Number: _____ Company: _____ Contact: _____

9-1-1 Test Call:

Made from Telephone Number: _____ Date: _____ Time: _____

By Whom: _____ Results: _____

Special Notes:
_____
_____

Total Time Spent on Problem:

_____

When applicable, a copy of the address letter must be filed with this report.

Incorrect ALI Report

Date/Time: 11/1/2009 09:28:41   **Modified On:** 11/1/2009 09:28:41
Console ID: 29   **User Name:** JDOE
Calling Number: (352) 000-0000   **User ACD Code:** 0110

ALI:

123
*NON-PUBLISHED NUMBER
352-444-4444   09:06:24   00000000
MIDDLE FLORIDA ELEMENTARY SCHOOL
12345 SW SUMMERSCHOOL
        ST   LEC EMBARQ
OCALA   FL
BLDG
UNIT   FLR   ESN   47
P# 352-444-4444   ALT# — —
X   Y   CF
UNC   Z 0   ZUNC
007 S CENTRAL   999-9999
027 WEIRSDALE FD   999-9999
027 WEIRSDALE RES   999-9999

Problem Report:

Remarks:

LOC PX IS INCORRECT PX FOR MIDDLE FLORIDA ELEMENTARY SCHOOL.
COMES IN AS 444-4444. SHOULD BE 333-3333 PER LOC

9-1-1 Management Division
Address Discrepancy Form

Upon finding a street sign missing, a map discrepancy, address discrepancy, or an area in question, please provide our department with all pertinent information needed to investigate the situation. Please be specific.

Give a brief description of the address, road, or area in question *(please print)* :

_____

_____

_____

Please send form to:
9-1-1 Management
Division 2710 E. Silver
Springs Blvd.
Ocala, FL 34470

Or fax to:
352/671-8798

If you need to call, phone:
352/671-8460

Your name: _____

Agency: _____

Contact information during business hours:

Phone Number: _____

Fax Number: _____

E-mail address: _____

TDD TEST CALL LOG

Date: _____Call#: _____Time: _____ By: _____

Address called from: _____ Phone # called from: _____

Call should route to: _____ Call routed to: _____

Request for call to be transferred to:_____Rings to connect to PSAP: _____

Seconds from answer to TDD switchover: _____

Operator: _____Used appropriate codes: _____

Comments: _____

_____

_____

_____

....

Date: _____Call#: _____Time: _____ By: _____

Address called from: _____ Phone # called from: _____

Call should route to: _____ Call routed to: _____

Request for call to be transferred to:_____Rings to connect to PSAP: _____

Seconds from answer to TDD switchover: _____

Operator: _____Used appropriate codes: _____

Comments: _____

_____

_____

_____

....

Date: _____Call#: _____Time: _____ By: _____

Address called from: _____ Phone # called from: _____

Call should route to: _____ Call routed to: _____

Request for call to be transferred to:_____Rings to connect to PSAP: _____

Seconds from answer to TDD switchover: _____

Operator: _____Used appropriate codes: _____

Comments: _____

_____

_____

....

Helpful Information When Every Second Counts

Marion County
Public Safety Communications
(911 MANAGEMENT)

2710 E Silver Springs Blvd.

Ocala, FL 34470

Phone: 352-671-8460   **Fax:** 352-671-8798

KEEP INFORMATION UP TO DATE

Name:	Sex: M F
Address:	
	Date of Birth: / /

EMERGENCY CONTACTS

Name:	Home Phone #:
Address:	
Relation:	Work Phone #:
Name:	Home Phone #:
Address:	
Relation:	Work Phone #:

MEDICAL DATA

Last Updated: Mo.   Yr.   Blood Type:

Doctor: Phone #:

Preferred Hospital:

Use pencil for ease in making changes.

Special Conditions/Remarks:

Medication	Dosage	Frequency

SEE BACK OF CARD FOR ADDITIONAL INFORMATION
® FILE OF LIFE

Use pencil for ease in making changes

Medication	Dosage	Frequency

Recent Surgery: _____ **Date:** _____

_____

Religion: _____

Living Will on file at: _____

Health Care Proxy on file at: _____

Do you have an EMS-NO CPR Directive or a DNR form ?
YES ☐   NO ☐   Where is it located ?

MEDICAL CONDITIONS
Check all that exist

☐ No known medical conditions ☐ Hemodialysis
☐ Abnormal EKG ☐ Hemolytic Anemia
☐ Adrenal Insufficiency ☐ Hepatitis-Type [   ]
☐ Angina ☐ Hypertension
☐ Asthma ☐ Hypoglycemia
☐ Bleeding Disorder ☐ Leukemia
☐ Cancer ☐ Lymphomas
☐ Cardiac Dysrhythmia ☐ Memory Impaired
☐ Cataracts ☐ Myasthenia Gravis
☐ Clotting Disorder ☐ Pacemaker
☐ Coronary Bypass Graft ☐ Renal Failure
☐ Dementia ☐ Alzheimer's ☐ ☐ Seizure Disorder
☐ Diabetes/Insulin Dependent ☐ Sickle Cell Anemia
☐ Eye Surgery ☐ Stroke
☐ Glaucoma ☐ Tuberculosis
☐ Hearing Impaired ☐ Vision Impaired
☐ Heart Valve Prosthesis
☐ Other:

ALLERGIES

☐ Aspirin ☐ Insect Stings ☐ Penicillin
☐ Barbiturate ☐ Latex ☐ Sulfa
☐ Codeine ☐ Lidocaine ☐ Tetracycline
☐ Demerol ☐ Morphine ☐ X-Rays Dyes
☐ Horse Serum ☐ Novocaine ☐ No Known Allergies
☐ Environmental: _____
☐ Other: _____

MEDICAL INSURANCE

Med Ins Co: _____

Policy #: _____

Other Med Ins Co: _____

Policy #: _____

Medicaid #: _____ Medicare #: _____

What Everyone Should Know About 911...

9-1-1 SAVES LIVES

911

Emergency Dial
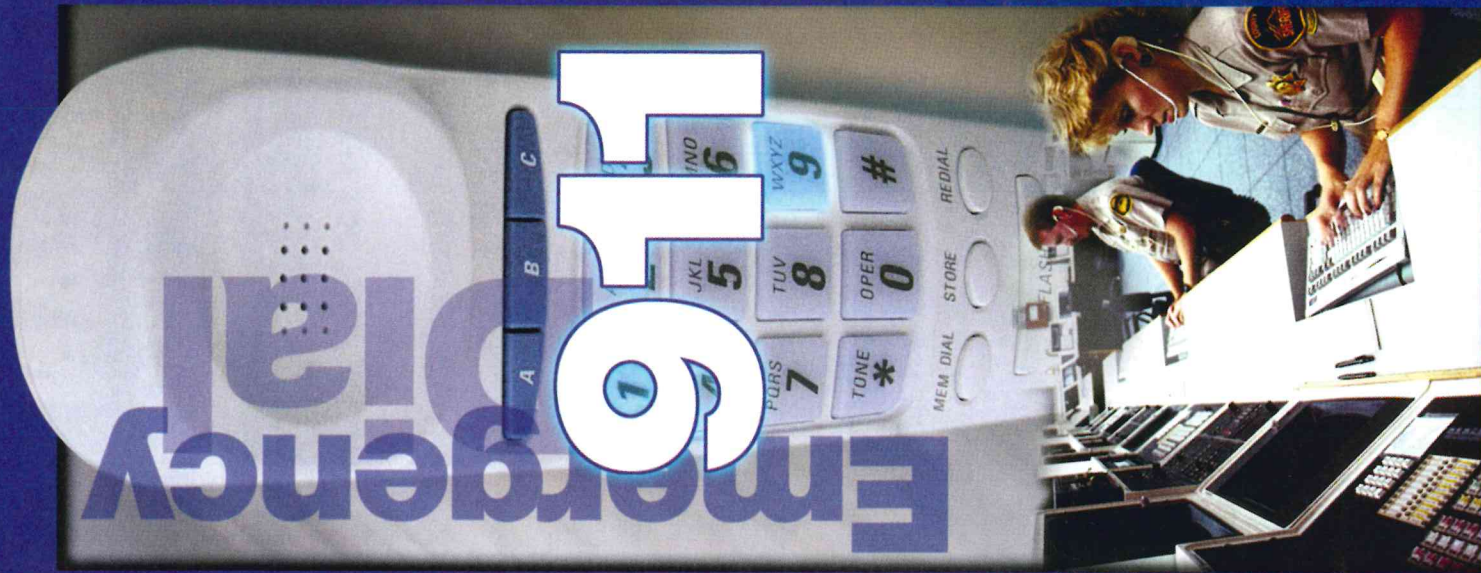
When Calling 9-1-1 Remember To Give The Following Information:

1. The phone number you are calling from
2. Your name
3. Your address
4. What your problem is

Remember to remain calm, speak clearly and remain on the line to answer all of the operator's questions.

What Is 9-1-1?

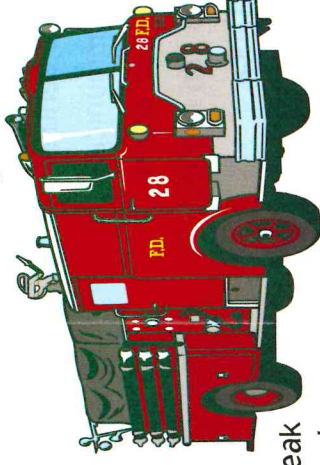In the event of an emergency, do you know what to do? Today in most areas throughout North America, there is a universal emergency telephone number to call... 9-1-1. This number will connect you to a central communications center where you can request assistance.

Why Was The 9-1-1 System Created?

When a person is victimized or witnesses a criminal action, the feelings of anxiety are so overwhelming that trying to look up the telephone number for the police can be an impossible task. Likewise, when a person has a sick child and does not know where to turn, or smells smoke in their home, 9-1-1 can put them in touch with people who know what to do. The universal 9-1-1 system was also created to assist children, senior citizens and those who have problems with language.

IN AN EMERGENCY CALL 9-1-1

IT COULD SAVE YOUR LIFE OR SOMEONE YOU LOVE!

When Do I Call 9-1-1?

Call 9-1-1 for HELP when:

- You witness or are the victim of a crime.

- You smell smoke or see a fire.

- You witness or are involved in a serious accident.

- There is an emergency illness or suspected poisoning.

- When a child/senior citizen/handicapped person is lost, confused, frightened or needs special assistance.

- There is any situation that is potentially dangerous and you are not sure who to call.

What Do I Say?

When the 9-1-1 operator answers, give them the following information:

1. The phone number you are calling from
2. Your name
3. Your address
4. What your problem is

Remember to remain calm, speak clearly and remain on the line to answer all of the operators questions.

What Do I Do If There Is A Fire In My Home?

Do not use your telephone to call. Stay low, get out of the house immediately and call from your neighbor's or a pay phone. Remember that you can dial 9-1-1 from a pay phone for FREE.

What Is Considered An Emergency?

"An event or occurrence demanding immediate action; or any condition endangering or thought to be endangering life or property." (From "Police Communications Guide for Dispatchers" by Alan Burton, published by Dispatch Specialists, Medford, OR, 1984.) Some state Legislators have included various definitions of "emergency" in their enabling 9-1-1 laws.

9-1-1 Can Save Your Life!

City, township and community logs are filled with incidents where people have helped save lives and property by dialing 9-1-1. Unfortunately, there are many instances where 9-1-1 was dialed as a joke, a trivial or nuisance call. In many areas, these calls account for the majority of the report. Remember, dialing 9-1-1 is serious and calling unnecessarily can endanger someone else's life or property when they really do need help!

LLAMADA DE EMERGENCIA

Lo que todos deben saber acerca del 9-1-1...

9-1-1 SALVA VIDAS

Cuando llame al 9-1-1, recuerde dar la siguiente información:

1. El número de teléfono desde el que llama
2. Su nombre
3. Su domicilio
4. Cuál es su problema

Recuerde mantener la calma, hablar claramente y mantenerse en línea para responder todas las preguntas del operador:

www.alertall.com

© Alert-all Corporation

¿Qué es el 9-1-1?

Si se produce una emergencia, ¿sabe usted qué debe hacer? Actualmente, en la mayoría de las zonas de todo el territorio de norteamérica, se puede llamar a un número de teléfono de emergencias universal... el 9-1-1. Este número le permitirá conectarse con una central de comunicaciones en donde podrá solicitar asistencia.
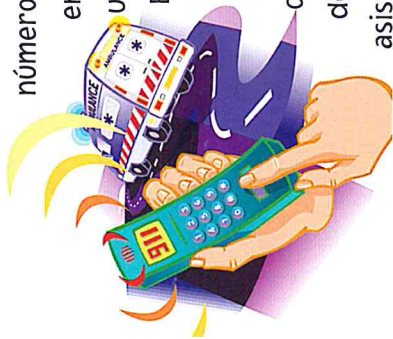
¿Por qué se creó el sistema del 9-1-1?

Cuando una persona es víctima o testigo de un crimen, la sensación de ansiedad es tan alarmante que el tratar de buscar el número de teléfono de la policía puede resultar imposible. Del mismo modo, si una persona tiene a un hijo enfermo y no sabe dónde acudir o detecta humo en su hogar, el 9-1-1 le permite comunicarse con personas que saben qué hacer. El sistema 9-1-1 universal también fue creado para brindar asistencia a niños, ancianos y personas con problemas con el idioma.

ANTE UNA EMERGENCIA, LLAME AL 9-1-1

¡PODRÍA SALVAR SU VIDA O LA DE UNA PERSONA AMADA!

¿Cuándo debo llamar al 9-1-1?

Llame al 9-1-1 para pedir AYUDA si:

- Es testigo o víctima de un crimen.

- Huele humo o ve un incendio.

- Es testigo o parte de un accidente grave.

- Se presenta una enfermedad de emergencia o posible intoxicación.

- Un niño, una persona discapacitada o un anciano están perdidos, confundidos, asustados o necesitan asistencia especial.

- Se presenta una situación potencialmente peligrosa y usted no sabe a quién llamar.

¿Qué debo hacer si hay un incendio en mi hogar?

no use el teléfono para hacer llamadas. Manténgase cerca del piso, salga de la casa inmediatamente y llame desde el teléfono de su vecino o utilice un teléfono público.

Recuerde que puede llamar al 9-1-1 desde cualquier teléfono público GRATIS.

¿Qué debo decir?

Cuando el operador del 9-1-1 responde, debe darle la siguiente información:

1. El número de teléfono desde el que llama
2. Su nombre
3. Su domicilio
4. Cuál es su problema

Recuerde mantener la calma, hablar claramente y mantenerse en línea para responder todas las preguntas del operador.

¿Qué se considera una emergencia?

"Un hecho o suceso que requiere acción inmediata, o cualquier condición que pone en peligro o que se considera que pone en peligro la vida o los bienes de una persona." (De la "Guía para Operadores de Comunicaciones de la Policía", de Alan Burton, publicado por Dispatch Specialists, Medford, OR, 1984.) Algunos legisladores estatales han incluido varias definiciones de "emergencia" en las leyes de creación del 9-1-1.

¡El marcar 9-1-1 puede salvar su vida!

Los registros de la ciudad, las municipalidades y comunidades incluyen numerosos incidentes en los que las personas han ayudado a salvar vidas y bienes llamando al 9-1-1. Lamentablemente, en muchas instancias, se llama al 9-1-1 para hacer una broma o bien para hacer llamadas triviales o molestas. En muchas zonas, estas llamadas constituyen la mayor parte de los informes.

¡Recuerde, el marcar 9-1-1 es algo serio y hacerlo innecesariamente puede poner en peligro la vida o los bienes de otra persona que realmente necesita ayuda!

9-1-1

. . . the one number you should know!

WHEN TO CALL 9-1-1

CALL 9-1-1 WHEN YOU NEED EMERGENCY HELP NOW!

- To get help for someone who is hurt — that someone may be you.

- When you smell smoke or see a fire.

- When you see an assault or a robbery in progress.

- When you become too sick to care for yourself.

Call administrative telephone numbers (listed in the telephone book):

- To talk to an investigator about a case.

- To report a theft that has previously occurred

- For information such as "Will we be evacuated because of the forest fire?" or "When will my power be turned back on?".

- To get an accident report.

Always remember:

If you know you should call
Right now
and are confused about
which number to call

Call 9-1-1

For additional information, contact:

MARION COUNTY
9-1-1 MANAGEMENT DIVISION

352 / 671-8460

9-1-1 IN MARION COUNTY

9-1-1 is a telephone system connecting the person calling for emergency help to the proper Public Safety Answering Point (PSAP) even if the caller does not know his or her location or what public safety agency should respond.

The 9-1-1 system delivers the call. The answering agency — Marion County Sheriff's Office or Ocala Police Department — is responsible after the call is received.

WHAT TO EXPECT WHEN YOU CALL 9-1-1 WITH AN EMERGENCY

When you call 9-1-1 with an actual emergency, the telecommunicator is going to ask you questions. These questions will include your name, address and telephone number. Most people want to know why this is necessary, since the information is on the screen. There are several reasons:

- You may be reporting an emergency that is not at your address — an automobile accident you passed three miles from home or a fire you can see two or three blocks away or a gunshot heard from a neighbor's house.

- Errors in the screen information are possible. The communications center will always attempt to verify the screen information so dispatching is accurate. The screen information acts as a safety net in case the communications center cannot get the necessary information by voice.

Marion County
FLORIDA
PUBLIC SAFETY
COMMUNICATIONS

WHAT YOU CAN DO TO MAKE SURE YOU ARE FOUND QUICKLY

Once you have summoned help, you want the emergency responders to find you quickly. It really doesn't matter what you need — law enforcement, fire department or ambulance — they all have to find the house first. The old saying about following the smoke to a fire doesn't work. They may be able to see it, but without a good address they may be looking across a river at the fire instead of putting it out.

HOUSE NUMBERS:

The entire county is covered by ordinances requiring house numbers to be posted. In the unincorporated areas, the numbers must be at least 4 inches high and be mounted on the structure in a contrasting color. If your house is more than 50 feet from the road, the numbers must also be on a sign (of contrasting color) mounted at the driveway entrance. Numbers larger than 4 inches might be helpful.

Test Your House Number. Drive down your road in the daytime at a normal rate of speed. Were you able to spot and read your house number? Do the same thing after dark. If the results were poor, change the way your house number is displayed until it can be seen both day and night.

DRIVING DIRECTIONS:

Many people live in areas which are confusing for others to find. It is recommended that everyone write down driving directions from Ocala to their house. Understand that the deputy or ambulance is not going to have to come all the way from Ocala but giving directions from Ocala gives the telecommunicators a common point of reference.

Test Your Driving Directions. Drive the directions you have written down in the daytime, checking the mileages, left and right turns, etc. After you have ascertained these directions in the daytime, drive them at night (at night, the big green house on the corner is grey or black). Once the driving directions are totally correct, put a copy beside each of your telephones.

If you call from a gated community:

Always call 9-1-1 first. This way you talk directly to the call taker who can immediately begin to dispatch the necessary help. Then if you need to, call the gate guard.

INFORMATION NEEDED BESIDE EACH TELEPHONE:

In a panic or stressful situation, people can become confused, even hysterical, and when calling 9-1-1 they may be unable to supply some of the necessary information. In addition to driving directions beside each telephone, you should have an easy to read list containing:

✓ Your quadrant address (9-1-1 address) and telephone number (your cordless phone has no telephone number on it; most purchased telephones do not).

✓ Names, addresses and telephone numbers of all your relatives and close friends. The reason for this is simple. Many times a person will call a friend or relative instead of 9-1-1 when they need emergency help. If they do call, you will need their address and telephone number if you call to report the emergency.

✓ Names, addresses and telephone numbers of your neighbors. There are times you may see or hear or smell (smoke) something suspicious and this information will aid you investigating or reporting it.

Marion County
Board of County Commissioners

Public Safety Communications

2710 E. Silver Springs Blvd.
Ocala, FL 34470

Marion County
FLORIDA

Date: _____

Marion County
FLORIDA

Marion County Public Safety Communications (9-1-1 Management) has a question about your 911 quadrant address. Please call **352-671-8460** Monday- Friday, from 8 a.m.-5 p.m.

Ask to speak to: _____

Refer to parcel: _____

Please call at your earliest convenience. This will help ensure we have your correct information and are able to better serve you should you ever need to call 911 for emergency assistance.

9-1-1
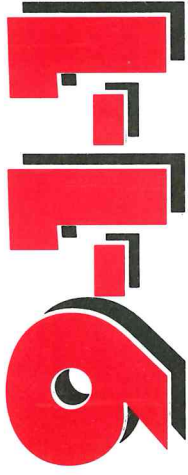
YOUR EMERGENCY LIFELINE

What is 9-1-1?

9-1-1 is an emergency telephone number that provides access for the immediate response of *law enforcement, fire,* or *ambulance.*

When to use 9-1-1:

Call 9-1-1 to report a Crime, Fire, Heart Attack, or other Serious Medical Condition or Injury, or any situation requiring the immediate response of a fire truck, ambulance or law enforcement vehicle.

What the 9-1-1 Dispatcher will need to Know:

1. Your name and address.
2. Your phone number.
3. The location and nature of the emergency.

Important:

Stay calm. Speak clearly. If you are not in danger, stay on the phone until you are told to hang up.

Do not call 9-1-1 for:

Road/Travel, Severe Weather Information, Legal Questions, Complaints of Loud Noise, Littering, Power Outages, etc.

HAVE THE ADDRESS AND DRIVING DIRECTIONS TO YOUR HOUSE POSTED BY EACH PHONE.

Cell Phones are difficult to locate. Most landline phones have an associated address. You may be better off to call from a landline phone.

Courtesy of:
9-1-1 Management Department
and the Marion County
Board of County Commissioners

Ocala, FL 34470

How 9-1-1 Works Wireless E-9-1-1

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Where am I?

Network Based

Handset Based

Where am I?

9-1-1 Caller

Phone Number, Voice Call and Coordinates

Cell Tower

MSC
Carrier's Mobile Switching Center

Dedicated 9-1-1 Switch

PSAP
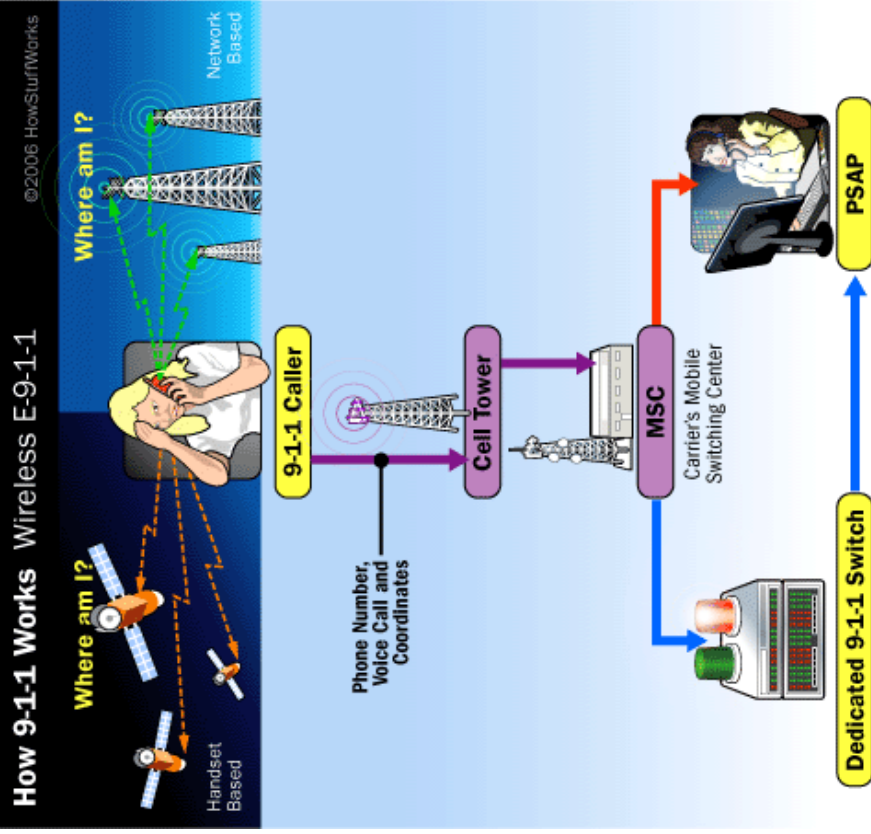
If you have an emergency and you need to call 9-1-1 from your cell phone, play it safe — *remember*, depending on your location, there's a chance that your cell phone number and/or your location will not display on the call-taker's screen.

Remember — stay calm and speak clearly.

The first thing you should do is tell the call-taker:

◈ What and *where* the emergency is
◈ State your name
◈ State your cell phone number

FREQUENTLY ASKED QUESTIONS
For making a 9-1-1 call from your cell phone

Q: *Can I call 9-1-1 on my cell phone and is there a cost involved?*

A: Yes, you can call 9-1-1 on your cell phone. However, be prepared to give the 9-1-1 call-taker information about your location, because it is not like calling 9-1-1 on your home phone. It is free to call 9-1-1 on your cell phone.

Q: *Does the 9-1-1 calltaker know my location?*

A: Assume the 9-1-1 calltaker does not know your location. Even if your cell phone is able to provide location information, the chances are you will need to provide the 9-1-1 call-taker with additional location information. Remember, the approximate location the 9-1-1 center receives could be as large as 3 football fields or more. Be prepared to give specific directions to your location.

Q: *What if I don't know where I'm at when I call 9-1-1?*

A: Look for landmarks, large buildings, street signs or paperwork nearby that may contain address information. Think back to the main street or highway you were near when your emergency occurred. If others are around, ask them where you are. Do not depend on your cell phone to tell 9-1-1 where you are!

Q: *Does the 9-1-1 call-taker know my phone number when I call 9-1-1 on a cell phone?*

A: Maybe or maybe not, depending upon your cell phone and the technology available within the 9-1-1 center your 9-1-1 call connects with. The safest way to approach the problem is to assume that the 9-1-1 call-taker will not know your phone number and be prepared to provide them with that information.

Q: *Why is the 911 call-taker asking me so many questions?*

A: Seconds save lives. The more questions 9-1-1 call-takers ask, the more information they can pass on to the emergency personnel responding to your 9-1-1 call. In addition, when dealing with medical calls many 9-1-1 call-takers are trained to give emergency pre-arrival instructions. These instructions start the emergency response to the situation immediately.

Q: *While the 911 call-taker is speaking to me is help being sent?*

A: Once the basic information and reason for the 9-1-1 call is obtained, the 9-1-1 call-taker stays on the line with the caller and sends information to a Police, Fire, or EMS dispatcher. That person then dispatches, or sends, the appropriate help to the 9-1-1 caller. In many cases, the 9-1-1 call-taker will continue to ask questions, give emergency response information and pass on situation updates to the responding personnel until help arrives at the scene.

Q: *Why does the dispatcher transfer my call to another agency?*

A: Your call to 9-1-1 may need to be transferred to another agency because cell phone calls are sent to a 9-1-1 answering point based on cell radio coverage. Cell coverage areas don't always match political boundaries, so most calls are routed to a 9-1-1 answering point that serves the majority of the area. Your call may need to be transferred to the appropriate agency for the area.

Q: *Why does the call-taker transfer my call to another person sometimes?*

A: Each 9-1-1 center is unique. Some 9-1-1 personnel are trained to take any 9-1-1 call that comes to them. Others are only trained to take police, fire or medical related calls. Be assured that if a 9-1-1 call has to be transferred, it is to give the caller the best response.

Q: *What do I do if I'm cut off after they answer?*

A: Always try to call 9-1-1 back. Don't wait for the 9-1-1 call-taker to try to contact you. They may not have received your cell phone number in the initial 9-1-1 call and may need additional information.

Q: *Can I keep driving when I call 9-1-1 on a cellular phone?*

A: It is usually best to pull over when calling 9-1-1, as there is less chance of the cell phone signal being dropped if in a stationary location. Additionally, any emergency instructions that need to be carried out can best be done while stopped. Finally, if help needs to reach you it is best to be in one place so help can get to you, instead of trying to meet them somewhere. If you cannot safely pull over to speak to 9-1-1 then stay calm, pay attention to the roadway with surrounding vehicles, and follow the 9-1-1 call-taker's instructions.

Q: *Should I program 9-1-1 or turn on my auto 9-1-1 feature on my cellular phone?*

A: NO, please don't program 9-1-1 or use the auto 9-1-1 feature. There are numerous accidental calls to 9-1-1 from cell phones that have this feature. The callers often don't realize that their phone has called 9-1-1. Help reduce accidental calls to 9-1-1 by only calling when you have a life-threatening emergency.

MAKING 9-1-1 WORK FOR YOU!

THINGS **PARENTS** NEED TO KNOW

There are many things a parent can do to ensure their family's safety. Adequately preparing your home and teaching children how to use 9-1-1 properly from an early age may one day save a life. If you are unsure where to begin, here are a few of the key things you can do and messages you can relay to youngsters to ensure that your household is prepared should a call for help ever have to be made:

Post your address clearly and prominently in multiple locations. Having your address easily visible at the end of your driveway AND on your home itself will ensure that first responders aren't left wondering if they are at the right location. Make sure that you use numbering and lettering that can be seen during the day or night, and are visible no matter which direction you are coming from. Many cities and counties have ordinances that will give you direction on how to post your address properly, so be sure to check with local authorities for more information.

Report missing street signs in your neighborhood immediately. Making sure that your neighborhood has all the proper signage not only helps friends and family find your home, but it can be crucial during an emergency situation and time is of the essence.

Don't let your kids play with old cell phones. Many people don't know this, but the law mandates that even old, deactivated cell phones with no associated service plan must still be able to call 9-1-1. An old cell phone may seem to be the perfect free toy, but giving your seemingly useless device to a youngster may lead to problems. So, if you want to turn that old phone you have laying around into a plaything, be sure to remove the battery before turning it over to your inquisitive youngster. Better yet, consider donating any unwanted retired wireless devices to a charitable program that can safely recycle them.

Know the capabilities of the devices your family uses. 9-1-1 can be contacted from pretty much every device that can make phone calls (traditional landline, cell, VoIP), but the callback and location information that accompanies your call to the 9-1-1 center can vary drastically amongst technologies and between regions. It is your job to be knowledgeable about the devices your family could use to call 9-1-1, as well as the potential limitations that may be associated with them. Contact your service provider(s) for more information.

Teach your kids what 9-1-1 is. Let them know that 9-1-1 is the number to call when they need help or they see someone who needs help right away.

Teach your kids when to call 9-1-1. It is important that children learn that there are specific times when calling 9-1-1 is the right thing to do. Let them know that they should only call when someone or something is hurt or in danger or if they need a police officer, a firefighter, or a doctor.

Practice makes perfect. Help your kids memorize information that will be useful to 9-1-1 call takers, such as their name, their parents' names, their address, and their phone number. The more comfortable they are, the more quickly they can provide vital information to the 9-1-1 call taker who can then dispatch the appropriate responders to the location.

Engage in ongoing, age appropriate training. Once is never enough, as they say, and your job isn't done after your kids understand the basics. As the years pass, technology will change and so will your child's capacity for providing crucial details to the 9-1-1 call taker. It is up to you to make sure that they are knowledgeable about the features and capabilities of the 9-1-1 system and that they are ready to provide the most detailed and useful information possible when they call 9-1-1.

MAKING 9-1-1 WORK FOR YOU!

Educational and Informational Resources

The below groups can provide you with more information on 9-1-1 and public safety issues:

The National Emergency Number Association (NENA) / **www.nena.org**

The Wireless Foundation / **www.wirelessfoundation.org**

The Association of Public-Safety Communications Officials (APCO) International / **www.apcointl.org**

9-1-1 for Kids / **www.911forkids.com**

E9-1-1 Institute / **www.e911institute.org**

The National Association of State 9-1-1 Administrators (NASNA) / **www.nasna911.org**

Citizens looking for additional information or educational resources relating to 9-1-1 and emergency services can also visit these sites:

Wireless Deployment Maps and Reports / **nena.ddti.net**

The Federal Communications Commission's 9-1-1 Homepage / **www.fcc.gov/pshs/services/911-services**

E9-1-1 Implementation Coordination Office / **www.e-911ico.gov**

VoIP and 9-1-1 Services / **www.voip911.gov**

Greater Harris County 9-1-1 Emergency Network / **www.911.org**

Illinois 911 Information / **www.il911info.org**

Maine 911 Kids' Site / **www.maine911.com/kids**

Texas 9-1-1 for Kids / **www.911.state.tx.us/kidshome.html**

Denco Area 9-1-1 District / **www.denco.org**

CTIA The Wireless Foundation

9-1-1 POLICE · MEDICAL · FIRE EMERGENCY NENA

www.apco911.org   www.wirelessfoundation.org   www.nena.org

9-1-1

¡PARA QUE EL **9-1-1** LE SEA ÚTIL!

COSAS QUE LOS PADRES DEBEN SABER

Hay muchas cosas que un padre puede hacer para garantizar la seguridad de su familia. Preparar correctamente su casa y enseñar a sus hijos cómo utilizar adecuadamente el 9-1-1 desde pequeños puede llegar a salvar una vida. Si no sabe por dónde empezar, éstas son algunas de las cosas que puede hacer y mensajes que puede transmitir a los más jóvenes para asegurarse de que su casa esté preparada si algún día necesitan pedir ayuda.

Coloque carteles con la dirección de su casa en varios lugares bien visibles. La indicación visible de su dirección al final de su vía de acceso Y en su propia casa asegurará que los socorristas la encuentren con más facilidad. Asegúrese de que las letras y números se vean bien tanto de día como de noche, y viniendo desde cualquier dirección. Muchas ciudades y condados tienen ordenanzas que le indican cómo colocar la dirección de su casa correctamente, por lo que recomendamos consultar con las autoridades locales para más información.

Si en su vecindario faltan carteles indicadores de calles, denúncielo inmediatamente. Asegurarse de que su vecindariotenga todos los carteles de las calles no solo ayuda a que susamigos y familiares encuentren su casa sino que puede sercrucial durante una emergencia, en la que el tiempo es esencial.

No deje que sus niños jueguen con teléfonos celulares viejos
Poca gente lo sabe, pero la ley exige que hasta los teléfonos celulares viejos y desactivados, sin servicio asociado, puedan llamar al 9-1-1. Los teléfonos celulares viejos suelen ser un juguete perfecto para los niños, pero darle su aparato viejo y aparentemente inofensivo a un niño puede traer inconvenientes. Por eso, si quiere que sus hijos jueguen con un celular viejo, asegúrese de quitarle la batería antes de dárselo. Lo mejor sería donar todos los aparatos inalámbricos sin uso a algún programa de caridad que los pueda reciclar de manera segura.

Conozca las capacidades de los aparatos que utiliza su familia. Se puede acceder al 9-1-1 prácticamente desde cualquier aparato con el que se puedan realizar llamadas telefónicas (de línea tradicional, celular, VoIP), pero la devolución de la llamada y la información del lugar que acompaña a su llamada al 9-1-1 puede variar drásticamente entre las diferentes tecnologías y las regiones. Es su responsabilidad saber las características de los aparatos que su familia puede usar para llamar al 9-1-1, así como las posibles limitaciones que puedan tener. Contáctese con su proveedor de servicios para más información.

Enseñe a sus hijos qué es el 9-1-1. Hágales saber que el 9-1-1 es el número que hay que llamar cuando necesitan ayuda o ven a alguien que necesita ayuda de inmediato.

Enseñe a sus hijos cuándo llamar al 9-1-1. Es importante que los niños sepan que hay momentos específicos en que hay que llamar al 9-1-1. Enséñeles que solo deben llamar cuando alguien está herido o en peligro y se necesita un policía, un bombero o un doctor.

Practique con sus hijos. Ayude a sus niños a memorizar la información que puede ser útil para los operadores del 9-1-1, como su nombre, el nombre de sus padres, su dirección y su número de teléfono. Cuanto más seguros estén, más rápido podrán dar información vital al operador del 9-1-1 para enviar a los socorristas adecuados al lugar.

Realice entrenamientos constantes adecuados a la edad de los niños. Una sola vez no es suficiente, y su tarea no termina cuando los niños comprenden las instrucciones básicas. A medida que pasan los años, la tecnología irá cambiando al igual que la capacidad de su hijo de dar detalles cruciales para el operador del 9-1-1. Usted debe asegurarse de que sus hijos conozcan las características y capacidades del sistema 9-1-1 y de que puedan brindar la mayor cantidad de detalles e información útil posible cuando llamen a este número.

Recursos Educativos e Informativos

Los siguientes grupos pueden brindar más información sobre el 9-1-1 y cuestiones de seguridad pública:

Asociación Nacional de Números de Emergencia (NENA) / www.nena.org

The Wireless Foundation / www.wirelessfoundation.org

La Asociación Internacional de Oficiales de Comunicaciones de Seguridad Pública (APCO) / www.apcointl.org

9-1-1 para Niños / www.911forkids.com

Instituto E9-1-1 / www.e911institute.org

La Asociación Nacional de Administradores del 9-1-1 del Estado(NASNA) / www.nasna911.org

Los ciudadanos que deseen obtener más información o recursos educativos sobre el 9-1-1 y servicios de emergencia, también pueden visitar estos sitios:

Mapas y Reportes de Implementación Inalámbrica / nena.ddti.net

Página del 9-1-1 de la Comisión Federal de Comunicaciones / www.fcc.gov/pshs/services/911-services

Oficina de Coordinación de Implementación del E9-1-1 I / www.e-911ico.gov

Servicios de VoIP y 9-1-1 / www.voip911.gov

Red de Emergencias 9-1-1 del Condado Greater Harris / www.911.org

Información sobre el 911 de Illinois / www.il911info.org

Sitio del 911 para Niños de Maine / www.maine911.com/kids

9-1-1 para Niños en Texas / www.911.state.tx.us/kidshome.html

Distrito 9-1-1 del Área Denco / www.denco.org

MAKING 9-1-1 WORK FOR YOU!

THINGS **TEENS** NEED TO KNOW

An informed caller is 9-1-1's best caller. It's important that you know how to help 9-1-1 help you. In an emergency, seconds matter, so being knowledgeable and prepared can make all the difference. Here's what you can do:

Know WHEN to call 9-1-1. 9-1-1 is for emergencies only. You should only be dialing 9-1-1 if someone is hurt or in danger, or if you are in immediate need of police, fire, or medical assistance. If you aren't sure if your situation is an emergency, you should err on the side of safety and call 9-1-1 and let the expert who answers your call make the decision whether to send help or not.

Know WHEN NOT to call 9-1-1. Don't call 9-1-1 just because you are late for a date and need help finding the restaurant or because tickets to the movie you want to see are sold out. While these may be emergencies for you, they aren't for public safety. Inappropriate use of the 9-1-1 system wastes resources and ties up the lines at the 9-1-1 center, and nobody wants to be on hold when they are in the middle of a real crisis.

Making prank calls to 9-1-1 is a very bad idea. It may seem like fun to dial a free, easy to remember number like 9-1-1 to tell a joke or have the police sent to someone's house just to "see what happens," but take our word for it: this is not something you should do. First, the 9-1-1 center will know your callback number and your location. Second, you will be using up resources that are needed to help real people in real trouble. And, finally, if you think your parents will be mad when they find out what you have done, just wait until the annoyed 6'4" police officer shows up at your house to inform you that you have committed a crime.

9-1-1 is not as cool as you are. Yet. We know that you do most of your communicating by text message and instant message, but you can NOT text or IM "9-1-1" to reach emergency services. 9-1-1 and telecommunications professionals are busy in the lab trying to make that possible, but for now you will have to make an old fashioned phone call if you want to talk to 9-1-1.

Know where you are. This is probably the most important information you can provide as a 9-1-1 caller, so try to be aware of your surroundings. Make a real effort to be as detailed as possible. If you are outside and don't know the street address, take a look around and try to find landmarks or cross streets. If you are inside a large building or one with multiple levels, you can help emergency services by letting them know which floor you are on, which apartment you are in, etc.

Stay calm. When you are on the phone with 9-1-1, you are their eyes and ears. Even though you may want to, try not to panic. If you are crying or yelling, it can be hard for the 9-1-1 operator to understand you. If you are able to stay strong, pull yourself together, and answer all of the 9-1-1 operator's questions, the faster they can get the right services to your location.

Never hang up. You may have called 9-1-1 by accident, or your situation may have resolved itself, but it is important to let the 9-1-1 operator know this. If you end the call abruptly, the folks at the 9-1-1 center are going to assume that something has gone very wrong and will either call you back or send help anyway. This will take away from the 9-1-1 center's ability to take calls and dispatch services to on-going emergencies, so make sure the 9-1-1 call taker tells you it is ok to disconnect before you hang up. And keep in mind that the call taker can dispatch responders to your location without disconnecting from the call, so, until you are instructed to do otherwise, make sure to hold the line so that you can provide any necessary information or assistance to the 9-1-1 operator.

Educational and Informational Resources

The below groups can provide you with more information on 9-1-1 and public safety issues:

The National Emergency Number Association (NENA)   /   **www.nena.org**

The Wireless Foundation   /   **www.wirelessfoundation.org**

The Association of Public-Safety Communications Officials (APCO) International   /   **www.apcointl.org**

9-1-1 for Kids   /   **www.911forkids.com**

E9-1-1 Institute   /   **www.e911institute.org**

The National Association of State 9-1-1 Administrators (NASNA)   /   **www.nasna911.org**

Citizens looking for additional information or educational resources relating to 9-1-1 and emergency services can also visit these sites:

Wireless Deployment Maps and Reports   /   **nena.ddti.net**

The Federal Communications Commission's 9-1-1 Homepage   /   **www.fcc.gov/pshs/services/911-services**

E9-1-1 Implementation Coordination Office   /   **www.e-911ico.gov**

VoIP and 9-1-1 Services   /   **www.voip911.gov**

Greater Harris County 9-1-1 Emergency Network   /   **www.911.org**

Illinois 911 Information   /   **www.il911info.org**

Maine 911 Kids' Site   /   **www.maine911.com/kids**

Texas 9-1-1 for Kids   /   **www.911.state.tx.us/kidshome.html**

Denco Area 9-1-1 District   /   **www.denco.org**

¡PARA QUE EL 9-1-1 LE SEA ÚTIL!

COSAS QUE LOS ADOLESCENTES DEBEN SABER

Lo mejor para el 9-1-1 es que la persona que llama esté bien informada. Es importante que sepas cómo ayudar al 9-1-1 para que te ayude. En una emergencia los segundos cuentan; por lo tanto, saber y estar preparado puede ser vital. Esto es lo que puedes hacer:

Saber CUÁNDO llamar al 9-1-1 El 9-1-1 es solo para emergencias Solo deberías llamar al 9-1-1 si alguien está herido o en peligro, o si necesitas ayuda inmediata de la policía, los bomberos o médicos. Si no estás seguro de que tu situación sea una emergencia, es mejor que peques de cauteloso y llames al 9-1-1 y dejes que el experto que te atienda decida si debe enviar ayuda o no.

Saber CUÁNDO NO llamar al 9-1-1. No llames al 9-1-1 solo porque llegas tarde a una cita y necesitas ayuda para encontrar un restaurant, o porque los boletos para la película que quieres ver están agotados. Si bien éstas pueden ser emergencias para ti, no lo son para la seguridad pública. El uso inapropiado del sistema 9-1-1 malgasta recursos y ocupa las líneas del centro 9-1-1, y a nadie le gusta tener que esperar en medio de una crisis real.

Hacer llamadas en broma al 9-1-1 es muy mala idea. Puede parecer divertido llamar a un número gratuito y fácil de recordar como el 9-1-1 para hacer una broma o hacer que la policía vaya a la casa de alguien solo para "ver qué pasa", pero, créenos, esto no se debe hacer. Primero, el centro 9-1-1 sabrá el número del que están llamando y su ubicación. Segundo, se ocupan recursos que se necesitan para ayudar a personas que realmente están en problemas. Y, por último, si crees que tus padres se enojarán cuando descubran lo que has hecho, solo espera a que el oficial de policía de 1,90 m se presente en tu casa a informar que has cometido un delito.

El 9-1-1 no es tan "cool" como tú. Todavía. Sabemos que te comunicas principalmente por mensaje de texto o mensajería instantánea, pero NO puedes enviar un SMS o IM con los números "9-1-1" para comunicarte con los servicios de emergencia. El 9-1-1 y los profesionales de las telecomunicaciones están trabajando en el laboratorio para tratar de que eso sea posible, pero por el momento, si quieres hablar con el 9-1-1, tendrás que hacer una llamada telefónica convencional.

Saber dónde estás. Esta tal vez sea la información más importante que puedas dar al llamar al 9-1-1; por eso, trata de ver a tu alrededor. Haz todo lo posible por dar la mayor cantidad de detalles que puedas. Si estás afuera y no sabes la dirección de la calle, mira a tu alrededor y trata de encontrar algo distintivo o calles que cruzan. Si estás dentro de un edificio grande o con muchos pisos, puedes ayudar a los servicios de emergencia diciéndoles en qué piso o en qué departamento te encuentras, por ejemplo.

Conserva la calma. Cuando estás hablando con el 9-1-1, te conviertes en sus ojos y oídos. Aunque te resulte difícil, trata de no entrar en pánico. Si lloras o gritas, al operador del 9-1-1 le costará mucho entenderte. Si puedes mantenerte fuerte, controlarte y responder todas las preguntas del operador, más rápido enviarán los servicios adecuados a donde te encuentras.

Nunca cortes la llamada. Tal vez hayas llamado al 9-1-1 por accidente, o tu situación ya se haya resuelto, pero es importante que los operadores del 9-1-1 lo sepan. Si cortas la llamada abruptamente, los operadores asumirán que ha sucedido algo muy malo y te volverán a llamar o enviarán ayuda de todos modos. Esto disminuirá la capacidad del centro 9-1-1 de atender llamadas y enviar servicios a emergencias reales; por eso, asegúrate de que el que atiende tu llamada te diga que puedes cortar antes de colgar. Y ten en cuenta que el operador puede enviar socorristas a donde te encuentras sin cortar la llamada, por lo tanto, hasta que no te ordenen lo contrario, mantente en línea para poder dar toda la información o ayuda necesaria al operador del 9-1-1.

¡PARA QUE EL 9-1-1 LE SEA ÚTIL!

Recursos Educativos e Informativos

Los siguientes grupos pueden brindar más información sobre el 9-1-1 y cuestiones de seguridad pública:

Asociación Nacional de Números de Emergencia (NENA) / www.nena.org

The Wireless Foundation / www.wirelessfoundation.org

La Asociación Internacional de Oficiales de Comunicaciones de Seguridad Pública (APCO) / www.apcointl.org

9-1-1 para Niños / www.911forkids.com

Instituto E9-1-1 / www.e911institute.org

La Asociación Nacional de Administradores del 9-1-1 del Estado(NASNA) / www.nasna911.org

Los ciudadanos que deseen obtener más información o recursos educativos sobre el 9-1-1 y servicios de emergencia, también pueden visitar estos sitios:

Mapas y Reportes de Implementación Inalámbrica / nena.ddti.net

Página del 9-1-1 de la Comisión Federal de Comunicaciones / www.fcc.gov/pshs/services/911-services

Oficina de Coordinación de Implementación del E9-1-1 I / www.e-911ico.gov

Servicios de VoIP y 9-1-1 / www.voip911.gov

Red de Emergencias 9-1-1 del Condado Greater Harris / www.911.org

Información sobre el 911 de Illinois / www.il911info.org

Sitio del 911 para Niños de Maine / www.maine911.com/kids

9-1-1 para Niños en Texas / www.911.state.tx.us/kidshome.html

Distrito 9-1-1 del Área Denco / www.denco.org

MAKING 9-1-1 WORK FOR YOU!

THINGS **KIDS** NEED TO KNOW

In an emergency, the best thing that you can do is tell your parents, a teacher, or another adult you trust right away. But if no one is around you may have to call someone else for help. Here is what you need to know about where to find help and how you can make sure it gets to you FAST:

Know what 9-1-1 is. 9-1-1 is the phone number you can call from any phone when you need help or you see someone who needs help right away.

Know when to call 9-1-1. You should only call when someone or something is hurt or in danger and you need a police officer, a firefighter, or a doctor.

Know what happens when you call 9-1-1. After you dial, the person who picks up on the other end will be someone who works at a 9-1-1 center and whose job it is to help you. They may ask you to do things to help or ask you questions. It is important that you follow their directions as best you can. They will send someone to wherever you are and stay on the phone with you until everyone is safe.

Never hang up. Even if you called 9-1-1 by accident, or if you think the problem has gone away, it is important that you stay on the phone until the call taker tells you it is alright to hang up. It is the call taker's job to make sure that you are OK and that help has gotten to whoever needs it. In situations where you aren't able to talk or have to leave, keep the phone off the hook so that the 9-1-1 operator can hear what is going on in the room. Most times, they will be able to use the computers at the 9-1-1 center to find your address.

Memorize important stuff about you and your family. Being able to tell the 9-1-1 operator things like your address, your parents' names, and your phone number will get help to you faster.

Know where you are. If you aren't at home and don't know the address where you are look around and try to find a street sign or a building with a name on it so that the 9-1-1 operator knows your exact location.

Try not to be scared. When you call 9-1-1, you become the eyes and ears for the call taker. Help will get to you much faster if you stay calm and can tell the call taker everything that is happening and can answer all the call taker's questions.

Educational and Informational Resources

The below groups can provide you with more information on 9-1-1 and public safety issues:

The National Emergency Number Association (NENA) / **www.nena.org**

The Wireless Foundation / **www.wirelessfoundation.org**

The Association of Public-Safety Communications Officials (APCO) International / **www.apcointl.org**

9-1-1 for Kids / **www.911forkids.com**

E9-1-1 Institute / **www.e911institute.org**

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Illinois 911 Information / **www.il911info.org**

Maine 911 Kids' Site / **www.maine911.com/kids**

Texas 9-1-1 for Kids / **www.911.state.tx.us/kidshome.html**

Denco Area 9-1-1 District / **www.denco.org**

COSAS QUE LOS NIÑOS DEBEN SABER

Ante una emergencia, lo mejor que puedes hacer es decírselo inmediatamente a tus padres, a un maestro o a otro adulto en quien confíes. Pero si no hay nadiecerca, tal vez tengas que pedir ayuda. Estas son algunas cosas que debes saber sobre cómo pedir ayuda y cómo hacer para que llegue RÁPIDO:

Qué es el 9-1-1. El 9-1-1 es el número de teléfono al que puedes llamar desde cualquier teléfono cuando necesitas ayuda o cuando ves a alguien que necesita ayuda de inmediato.

Cuándo llamar al 9-1-1. Debes llamar solo cuando alguien está herido o en peligro y se necesita un policía, un bombero o un doctor.

Qué sucede cuando llamas al 9-1-1. Después de marcar, te atenderá una persona que trabaja en el centro 9-1-1 y que tiene la misión de ayudarte. Te podrán pedir quehagas algunas cosas para ayudar o te harán preguntas. Es importante que sigas sus instrucciones lo mejor que puedas. Enviarán a alguien a donde estés y se quedarán en el teléfono contigo hasta que todos estén a salvo.

Nunca cortes la llamada. Aun cuando hayas llamado al 9-1-1 por error, o si crees que el problema ya se ha solucionado, es importante que permanezcas en el teléfono hasta que lapersona que te atiende te diga que cortes. La persona queatiende tiene que asegurarse de que estás bien y que las personas que necesitan ayuda la reciban. Si no puedes hablar o tienes que irte, mantén el teléfono descolgado para que la operadora del 9-1-1 pueda escuchar lo que está sucediendo en la habitación. En la mayoría de los casos, podrán usar las computadoras del centro 9-1-1 para localizar tu dirección.

Memoriza los datos importantes sobre tí y tu.familia. Dar a la operadora del 9-1-1 información como tu dirección, el nombre de tus padres y tu número de teléfono hará que la ayuda llegue más rápido.

Conoce dónde estás. Si no estás en casa y no sabes la dirección del lugar donde te encuentras, mira a tu alrededor y trata de encontrar un cartel o edifício con el nombre de la calle para que la operadora del 9-1-1 pueda saber tu ubicación exacta.

Trata de no asustarte. Cuando llamas al 9-1-1, te conviertes en los ojos y oídos de la persona que te atiende. La ayuda llegará mucho más rápido si estás calmo y puedes decirle a la operadora lo que está ocurriendo y responderle todas sus preguntas.

¡PARA QUE EL 9-1-1 LE SEA ÚTIL!

Recursos Educativos e Informativos

Los siguientes grupos pueden brindar más información sobre el 9-1-1 y cuestiones de seguridad pública:

Asociación Nacional de Números de Emergencia (NENA) / www.nena.org

The Wireless Foundation / www.wirelessfoundation.org

La Asociación Internacional de Oficiales de Comunicaciones de Seguridad Pública (APCO) / www.apcointl.org

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9-1-1 para Niños en Texas / www.911.state.tx.us/kidshome.html

Distrito 9-1-1 del Área Denco / www.denco.org

NOT ALL WIRELESS 9-1-1 CALLS PROVIDE LOCATION INFORMATION!

To Get Help Quickly, Please Be Ready to Answer These Questions:

- *Where is the emergency?* Use highway name, direction of travel, mile marker, intersection, landmarks, etc.

- *What number are you calling from?* Always give your area code and wireless phone number.

- *What exactly has happened?* Clearly describe what has taken place.
    - What is on fire?
    - Is the person conscious and breathing? Is the person visibly injured?
    - Type and number of vehicles involved?
    - If reporting a crime, vehicle and suspect descriptions are important.

If using a phone without a service contract and the call is disconnected, you must redial 9-1-1.

➤➤ Call 9-1-1 only if an immediate response by police/fire-rescue/EMS is required. ◄◄

PROJECT
Locate
Locate Our Citizens At Times of Emergency

ENHANCED WIRELESS 9-1-1 CAN SAVE LIVES AND REDUCE PAIN AND SUFFERING AS WELL AS MAXIMIZE THE EFFECTIVE USE OF PUBLIC SAFETY RESOURCES.

You can also help:

- Learn the non-emergency telephone numbers to reach help in your area;

- Refrain from programming your phone to automatically dial 9-1-1 when one button is pressed;

- If your wireless phone came with a preprogrammed, auto-dial 9-1-1, disable it;

- Lock your keypad when your phone is not in use, to avoid accidental 9-1-1 calls.

Before you buy a wireless phone:

Ask about the location technology it uses, and check to see if the 9-1-1 center(s) in your area can receive location information.

APCO INTERNATIONAL
Association of Public-Safety Communications Officials

WHEN DAILING 9 1 1

1 Call for immediate emergency assistance - Medical, Fire or Police.

2 Press "9," then "1" and "1" again. Then press SEND, TALK, CALL or the green button. If you hear a busy signal, call back.

3 Be prepared to provide your location and important information the dispatcher may need.

STAY ON THE LINE UNTIL TOLD TO HANG UP. YOU MAY BE TRANSFERRED TO ANOTHER AGENCY.

STAY CALM! HELP IS ON THE WAY!

9-1-1 For Kids' Public Education/ 911 Cube Training

Hi I'm Cell Phone Sally!

Did you know? "You can Use a Phone Like Me to Get Help in an Emergency!"

MY NAME

MY HOME PHONE
(   )

EMERGENCY CONTACT AND PHONE NUMBER

ALLERGIES

MY DOCTOR AND PHONE NUMBER
(   )

9-1-1 for Kids®
www.911forkids.com
(800) 933-KIDS
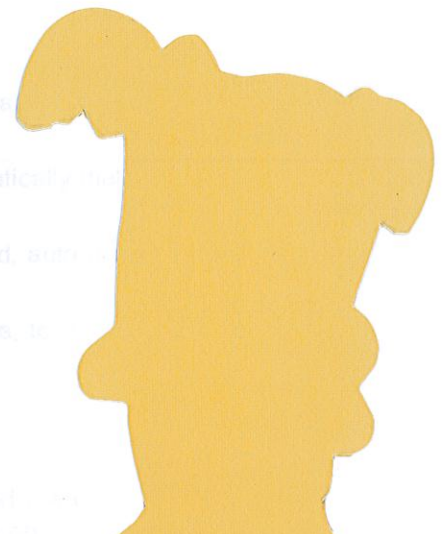
- Parents, teach your child how to call 9-1-1 on your cellular phone

- If you're driving, pull over to make the call to 9-1-1

- Know your location – use landmarks, mile markers, or crossroads to help 9-1-1 Call Takers help you

- Briefly state your emergency and give your call back number

- Don't hang up – be ready to give details and follow directions

- Keep your cell phone battery charged

- Stop accidental calls – lock your keypad

Learn About 911

An Educational Coloring & Activity Book

F.D.

PARA MEDIC

POLICE

POLICE
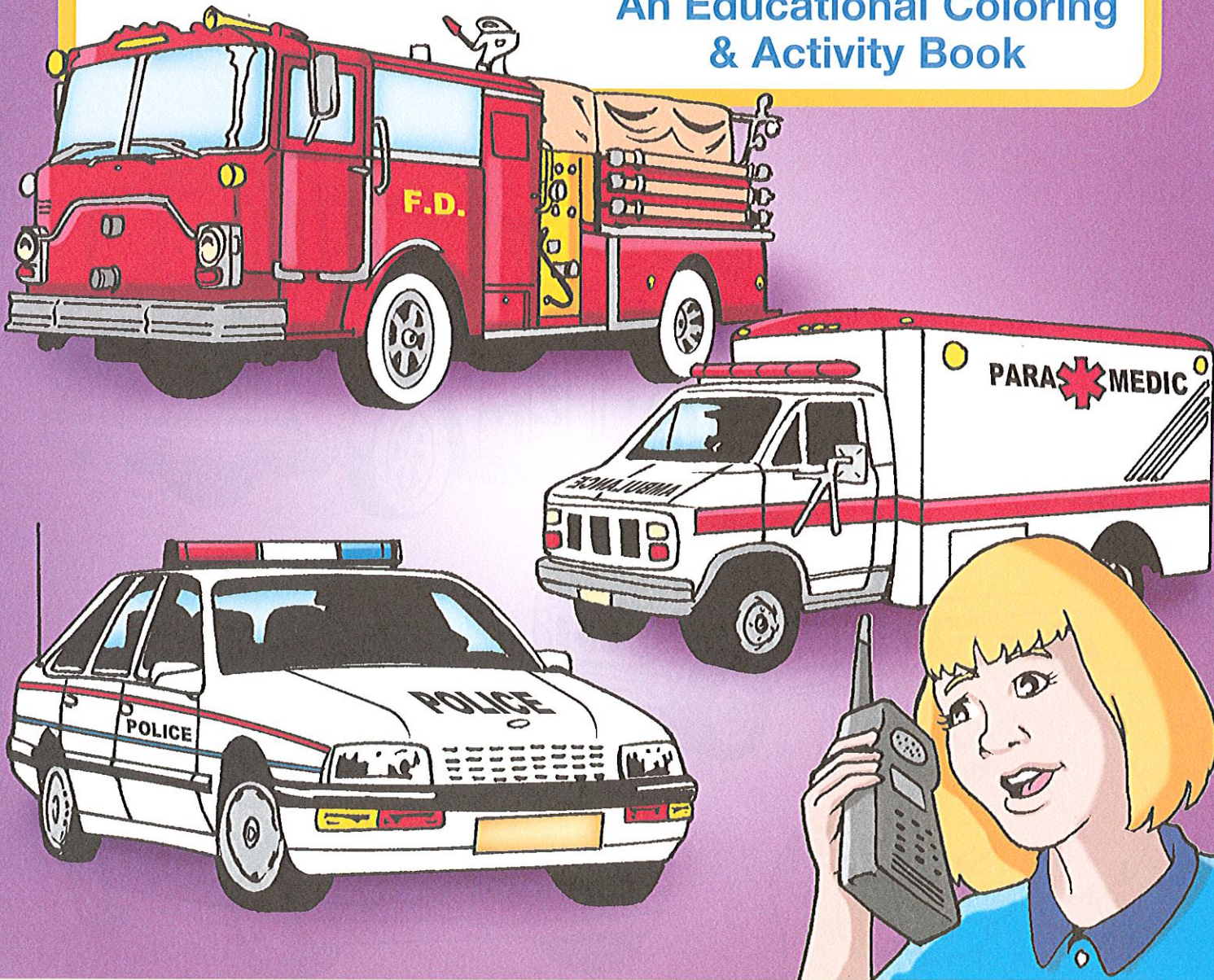
COURTESY OF:

MARION COUNTY
9-1-1 MANAGEMENT DEPARTMENT

Phone: 352/671-8460 • Fax: 352/671-8798

MARION COUNTY, FLORIDA
THE KINGDOM OF THE SUN

9-1-1 MANAGEMENT
9-1-1
MARION COUNTY • FLORIDA

Appendices

Communications Division
In order of appearance

- ❖ Emergency Fire Dispatch Reaccreditation Announcement
- ❖ Emergency Medical Reaccreditation Announcement
- ❖ Florida Telecommunication Accreditation Commission Announcement
- ❖ EFD Feedback Form
- ❖ EMD Feedback Form
- ❖ Law Feedback Form

March 20, 2013

Karl Oltz
Marion County Public Safety Communications
2630 SE 3rd St
Ocala, FL 34471

Dear Mr. Oltz,

We have reviewed your agency's application for International Academy Re-Accreditation as an EFD Center of Excellence. After significant discussion I'm pleased to inform you that the Board of Accreditation has voted unanimously to approve *Marion County Public Safety Communications* for this important recognition. Today will go on record as the official award date.

We currently plan to recognize your agency at this year's Navigator conference in Salt Lake City, UT. There will be no charge for this presentation, but please coordinate details with us if you would like to arrange any additional press conferences or presentations. We can potentially arrange Academy representatives to be available.

Congratulations on this accomplishment and keep up the good work! We commend your dedication to excellence.

Sincerely,

For the International Academy of EFD Board of Accreditation

Jeff J. Clawson, M.D.
Board of Certification, Chair

Brian A. Dale
Board of Accreditation, Chair

Carlynn C. Page
Associate Director

cc: Academy Board of Accreditation
        William McConnell

SETTING THE COURSE FOR EMERGENCY DISPATCH WORLDWIDE

30 YEARS
1979 — 2009
PRIORITY DISPATCH SYSTEMS
PROTOCOLS
30 Years of Meaningful Change

FOR IMMEDIATE RELEASE: March 20, 2013

See www.emergencydispatch.org for information about the International Academies, or call us at: 800-960-6236 or 801-359-6916.
CONTACT: Carlynn Page, Associate Director

Marion County Public Safety Communications - Awarded Re-Accreditation as an Emergency Fire Dispatch Center of Excellence

SALT LAKE CITY, UT – The International Academies of Emergency Dispatch (IAED) is pleased to formally award Re-Accreditation as an Emergency Fire Dispatch Center of Excellence to **Marion County Public Safety Communications –** Marion County Public Safety Communications was the 15th center in the world to be awarded this highest distinction for their comprehensive implementation and compliance with the Fire Priority Dispatch System (FPDS) and associated "20 Points of Excellence."

The FPDS is the world's most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol system. With scripted telephone instructions for water rescue, trapped in structure fire and person on fire, the FPDS has been credited with helping to save lives. In addition to requiring proper system oversight and quality improvement programs, Re-Accreditation demands careful FPDS compliance and certification for all emergency call-takers and fire dispatchers.

Earning this Re-Accreditation award is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates to not only each individual within the communications center, but also to the administration, community, and the world, that Marion County Public Safety Communications is compliant with all international practice standards for Emergency Fire Dispatch (EFD).

With headquarters based in Salt Lake City, Utah, the International Academies of Emergency Dispatch is a 501(c)(3) non-profit organization comprised of three allied Academies with related programs and standards for emergency Medical, Fire, and Police dispatching. The IAED regularly reviews and updates the Fire Priority Dispatch System (FPDS) protocols for EFD and also maintains protocols and certification standards for Medical and Police Dispatch based on the time-proven MPDS logic structure. The IAED is the public-safety dispatch industry's leading certifying and standard-setting body, with over 30,000 members in 20 countries.

SETTING THE COURSE FOR EMERGENCY DISPATCH WORLDWIDE

PRIORITY DISPATCH SYSTEMS
PROTOCOLS
30 Years of Meaningful Change
1979 · 30 YEARS · 2009

August 10, 2012

Karl Oltz
Marion County Public Safety Communications
2630 SE 3rd St
Ocala, FL 34476

Dear Mr. Oltz,

We have reviewed your agency's application for International Academy Re-Accreditation as a Center of Excellence. After significant discussion I'm pleased to inform you that the Board of Accreditation has voted unanimously to approve *Marion County Public Safety Communications* for this important recognition. Today will go on record as the official award date.

We currently plan to recognize your agency at next year's Navigator conference in Salt Lake City, UT. There will be no charge for this presentation, but please coordinate details with us if you would like to arrange any additional press conferences or presentations. We can potentially arrange Academy representatives to be available.

Congratulations on this accomplishment and keep up the good work! We commend your dedication to improving pre-hospital care.

Sincerely,

For the International Academy of EMD Board of Accreditation

Jeff J. Clawson, M.D.
Board of Certification, Chair

Brian A. Dale
Board of Accreditation, Chair

Carlynn C. Page
Associate Director

cc: Academy Board of Accreditation
        William G McConnell

SETTING THE COURSE FOR EMERGENCY DISPATCH WORLDWIDE

30 YEARS
1979   2009
PRIORITY DISPATCH SYSTEMS
PROTOCOLS
30 Years of Meaningful Change

FOR IMMEDIATE RELEASE: August 10, 2012

See www.emergencydispatch.org for information about the International Academies, or call us at: 800-960-6236 or 801-359-6916.
CONTACT: Carlynn Page, Associate Director

Marion County Public Safety Communications Awarded Re-Accreditation as an Emergency Medical Dispatch Center of Excellence

SALT LAKE CITY, UT – The International Academies of Emergency Dispatch (IAED) is pleased to formally award Re-Accreditation as an Emergency Medical Dispatch Center of Excellence to **Marion County Public Safety Communications** – Marion County Public Safety Communications was the 31st center in the world to be awarded this highest distinction for their comprehensive implementation and compliance with the Medical Priority Dispatch System (MPDS) and associated "20 Points of Excellence."

The MPDS is the world's most widely-used 911-type pre-arrival instruction and dispatch-life-support protocol system. With scripted telephone instructions for CPR, airway obstruction relief, hemorrhage control, and childbirth assistance, the MPDS has been credited with helping save thousands of lives. In addition to requiring proper system oversight, medical control and quality improvement programs, Re-Accreditation demands careful MPDS compliance and certification for all emergency call-takers and medical dispatchers.

Earning this Re-Accreditation award is voluntary and involves completing a detailed self-study and analysis. This accomplishment demonstrates to not only each individual within the communications center, but also to the administration, community, and the world, that Marion County Public Safety Communications is compliant with all international practice standards for Emergency Medical Dispatch (EMD).

With headquarters based in Salt Lake City, Utah, the International Academies of Emergency Dispatch is a 501(c)(3) non-profit organization comprised of three allied Academies with related programs and standards for emergency Medical, Fire, and Police dispatching. The IAED regularly reviews and updates the Medical Priority Dispatch System (MPDS) protocols for EMD and also maintains protocols and certification standards for Fire and Police Dispatch based on the time-proven MPDS logic structure. The NAED is the public-safety dispatch industry's leading certifying and standard-setting body, with over 30,000 members in 20 countries.

SETTING THE COURSE FOR EMERGENCY DISPATCH WORLDWIDE

1979 • 30 YEARS • 2009
PRIORITY DISPATCH SYSTEMS
PROTOCOLS
30 Years of Meaningful Change

June 5, 2014

Mr. Karl F. Oltz, Director
Marion County Public Safety Communications Department
2710 E. Silver Springs Blvd.
Ocala, FL 34470

Dear Director Oltz:

Congratulations! The Marion County Public Safety Communications Department has successfully completed an onsite to determine candidacy for accredited status of the communications center.

Your organization will be formally reviewed by the full Commission during the regular business meeting of the Florida Police Accreditation Coalition (FLA-PAC). The Commission's next meeting is scheduled for 9:00 am to 10:30 am, Thursday, June 26, 2014, at the Hyatt Regency Coconut Point, 5001 Coconut Point Road, Bonita Springs, Florida 34134.

At the beginning of your organization's review, you will be given the opportunity to give a brief description of your organization size and service community. Please keep your comments brief. The Commission will then vote on your organization's candidacy. You will also be given the opportunity to make additional remarks after the Commission vote is taken.

The Commission expects the Chief Executive Officer will attend the Commission meeting. In the event the Chief Executive Officer is unavailable to attend, a ranking official should be present to represent the organization. The very nature of the review processes may require a level of expertise and institutional knowledge commensurate with this level of authority.

A copy of the assessment team's final report will be forwarded to you prior to the Commission meeting.

If you have any questions, or require any additional information, please do not hesitate to contact me.

We look forward to seeing you in Bonita Springs!

Respectfully,

Robert A. Brongel
Executive Director

Cc:
Lisa Cahill

EFD Name: _____

Review Period (Month / Year): _____

EFD-Q Reviewer (s): _____

Reviewer Comments:

_____

_____

_____

_____

_____

_____

_____

_____

_____

EFD Comments:

_____

_____

_____

_____

_____

EFD Signature: _____ Date: _____

Reviewer Signature: _____ Date: _____

Training QA Coordinator Signature: _____ Date: _____

EFD-Qs: Attach Monthly Compliance Report and CERs

Place copy of Signed Original in EFD QIU File

EMD Name:

Review Period (Month / Year): _____

EMD-Q Reviewer (s): _____

Reviewer Comments:

_____

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_____

_____

EMD Comments:

_____

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EMD Signature: _____ Date: _____

Reviewer Signature: _____ Date: _____

Training QA Coordinator Signature: _____ Date: _____

EMD-Qs: Attach Monthly Compliance Report and CERs

Place copy of Signed Original in EMD QIU File

CALL TAKER CASE REVIEW EVALUATION

Employee Name: _____

Incident Number: _____

Date of Incident: _____

Method Received: _____

Supervisor: _____

Call Type: _____

Date of Review: _____

Caller Type: 1st 2nd 3rd Party

CASE ENTRY			Point Value	Points Earned

			Point Value	Points Earned
Incident location correctly determined?	Y | N		25	_____
Incident Location verified?	Y | N | N		10	_____
Call Back number (with area code) determined?	Y | N		25	_____
Call Back number verified?	Y | N | N		10	_____
Case Entry questions asked in correct order?	Y | N | N		25	_____
Was Method Received completed?	Y | N		5	_____

Total Section Points Achievable: 100

Section Score %:   _____

CHIEF COMPLAINT		Point Value	Points Earned
Was the nature of incident correctly determined?	Y | N	100	_____

Total Section Points Achievable: 100

Section Score %:   _____

CALL PROCESSING				Point Value	Points Earned
Was call entered in a timely manner?	Y	N		20	
Was the call correctly prioritized?	Y	N	N	15	
Was the SOG launched?	Y	N		10	
Was pertinent information obtained?	Y	N		25	
Was pertinent information documented?	Y	N		20	
CAD entry has less than (2) misspellings?	Y	N		10	

Total Section Points Achievable: ___100___

Section Score %: _____

CUSTOMER SERVICE				Point Value	Points Earned
Did the call taker maintain professionalism?	Y	N		25	
Did the call taker avoid gaps?	Y	N		25	
Did the call taker provide calming techniques?	Y	N	N	25	
Did the call taker use correct volume / tone?	Y	N		25	

Total Section Points Achievable: ___100___

Section Score %: _____

FINAL VERIFICATION				Point Value	Points Earned
Was the final verification completed?	Y	N	N	100	

Total Section Points Achievable: ___100___

Section Score %: _____

Call Was: | **NON-COMPLIANT** | COMPLIANT | **EXEMPLARY** |

QA Evaluator: _____   Overall Score: _____

QA Comments:

_____
_____
_____
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Employee Comments:

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_____

Training / QA Coordinator Comments:

_____
_____
_____
_____
_____

Employee Signature: _____ Date: _____
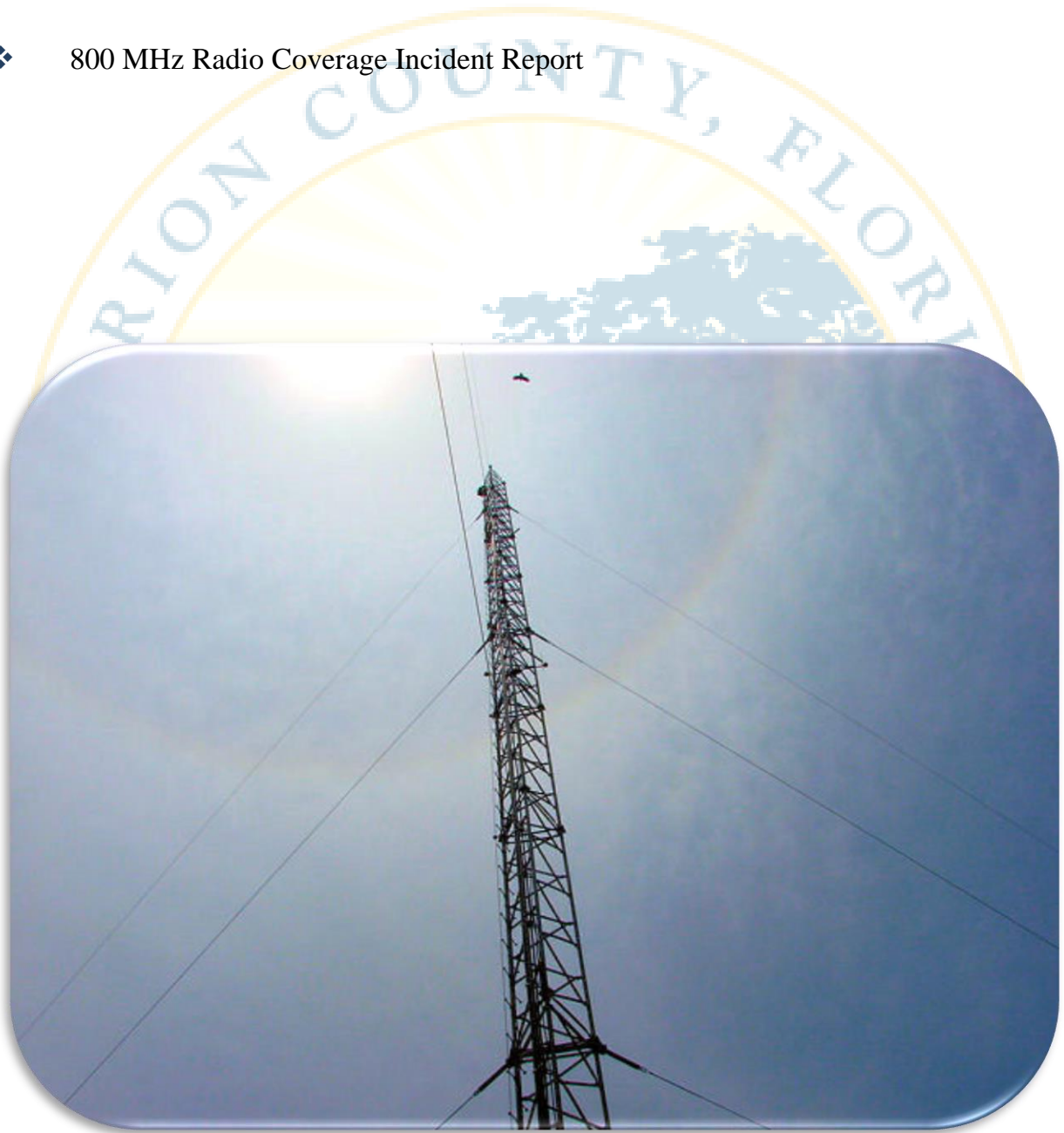
QA Signature: _____ Date: _____

Training / QA Coordinator: _____ Date: _____

Appendices

Radio Systems Division
In order of appearance

❖ 800 MHz Radio Coverage Incident Report

800 MHz Radio Coverage Incident Report

Date / Time of Report   _____ (MM/DD/YY)

Agency _____

Name / Unit _____

Problem Experienced _____

Radio Type   Mobile _____   Portable _____

Radio ID _____

Talk Group _____

Radio Display Message _____
(i.e., out of range, site trunking, fail xxxx...etc.)

Location (please be specific) _____

_____

_____

_____

_____

    * Include city, street / road designations
    * Distances to / from specific landmarks
    * Surrounding terrain features referenced to your north (i.e., hills, depressions,
       valleys, buildings

Weather Conditions _____

Additional Comments _____

_____