



Portage County Public Safety Communications Board
POLICIES AND PROCEDURES

Policy Number: 1	Subject: Changing ESN Information		
Effective Date: June 27, 2013	Revised Date:	Number of Pages: 3	
Related References:			
Policy Statement:	This policy is intended to provide guidance to any municipality and/or emergency response agency wishing to change information listed in an Emergency Service Number (ESN) area, change response boundaries, or change areas of responsibility.		

I. DEFINITIONS:

ALI – Automatic Location Identification; the automatic display at the PSAP of the caller’s telephone number, the address/location of the telephone and supplementary emergency services information.

ANI – Automatic Number Identification; The telephone number associated with the access line from which a call originates.

CAD – Computer Aided Dispatch; A computer based system, which aids PSAP Telecommunicators by automating selected dispatching and record keeping activities.

Communications Center – The Portage County Sheriff’s Office Communications Center.

Communications Manager – The person with direct responsibility for the Communications Center.

Emergency Service Agency – A law enforcement, fire service, or emergency medical services agency.

EMR – Emergency Medical Responder; people who are specially trained to provide out-of-hospital care in medical emergencies, typically the first medically trained personnel who come in to contact with a patient.

ESN – Emergency Service Number; a three digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographical area. The ESN facilitates selective routing and selective transfer, if required, to the appropriate PSAP and the dispatching of the proper service agency(ies).

GIS – Geographic Information System; A computer software system that enables one to visualize geographic aspects of a body of data. It contains the ability to translate implicit geographic data (such as a street address) into an explicit map location. It has the ability to query and analyze data in order to receive the results in the form of a map. It also can be used to graphically display coordinates on a map (i.e. latitude/longitude from a wireless 9-1-1 call.)

Municipality – A city, village, or town.

P&Z – Planning and Zoning; the Portage County Planning and Zoning Department.

PSAP – Public Safety Answering Point; a facility equipped and staffed to receive 9-1-1 calls. Portage County has a single PSAP located at the Sheriff’s Office Communications Center.

IRA – Individual Response Area; a three digit number in CAD representing a particular ESN or other geographical area which indicates suggested emergency response agencies.

II. STANDARDS AND PROCEDURES

a. General.

- i. Changes to the ESN system are complex and can have catastrophic results if not managed and communicated appropriately. This policy outlines the steps and requirements that municipalities, agencies, and individuals must follow to ensure a proper and smooth change in emergency services providers.
- ii. All required documents for service provider changes to an existing ESN must be received no less than 30 days out from the time the desired change is to be made. Lead times of less than 30 days cannot be guaranteed, and unless otherwise requested, changes to the ESNs will be completed as soon as practical, with an effective date communicated to all parties involved once it has been determined.
- iii. All requests for creating new ESNs or eliminating ESNs must be received no less than 120 days out from the time the desired change is to be made. Lead times of less than 120 days cannot be guaranteed, and unless otherwise requested, changes to the ESNs will be completed as soon as practical, with an effective date communicated to all parties involved once it has been determined.
- iv. ESNs list the first response organizations that are authorized to perform their emergency functions during a call for service. Agencies listed are expected to function as full service organizations and take primary responsibility for responses in that ESN. Primary response services that will be indicated in the CAD and ESN are:
 1. Law Enforcement Agency
 2. Fire Service Agency
 3. Rescue Service
 4. Ambulance Service
 5. EMR Service

b. Municipal Authorization

- i. Any change to an ESN must have the proper authorization from the municipality or municipalities that are affected by any change. No changes to an ESN will be made without the authorization from a municipality.
- ii. Such authorization must be documented prior to any ESN change. Acceptable documentation includes:
 1. An original signature on municipal letterhead from the mayor, board president, or board chairman of the municipality detailing the desired ESN changes.
 2. An original signature from the municipal clerk on municipal letterhead attesting to the authenticity of an attached proper record of municipal action detailing the desired ESN changes (e.g. minutes from a meeting of the common counsel or municipal board.)
 3. Actions and/or letters by specific municipal oversight or similar body (e.g. Police and Fire Commission, Public Safety Committee, Fire District Board) cannot substitute for the requirements above.

- c. Emergency Service Agencies
 - i. Any change to an ESN must have the proper authorization from the emergency service agencies that are affected by any change. No changes to an ESN will be made without the authorization from all emergency service agencies involved (e.g. accepting or relinquishing responsibility.)
 - ii. Such authorization must be documented prior to any ESN change. Acceptable documentation includes:
 - 1. An original signature from the chief executive officer of the agency (e.g. fire chief, unit president, chief of police) on agency letterhead detailing the desired ESN changes.
 - 2. An original signature from the chief executive officer of the agency (e.g. fire chief, unit president, chief of police), on a joint letter from multiple agencies or from a municipality. For example, a single letter from a municipality may have multiple signatures on a single document, or a letter can be jointly signed by the accepting and relinquishing agencies.

III. RESPONSIBILITIES AND DUTIES

- a. Communications Manager
 - i. Receive and maintain all requests for ESN changes and related documentation from emergency service agencies and municipalities.
 - ii. Determine sufficiency of documentation and timelines, communicating deficiencies, and facilitating proper completion of any ESN change requests.
 - iii. Authorize ESN changes and communicate the same to P&Z for implementation.
 - iv. Communicate any ESN changes to the Communications Center staff.
 - v. Modify IRAs as appropriate, and ensure ALI/ANI information is correct.
- b. Emergency Service Agencies
 - i. Coordinate ESN and/or service changes with other affected emergency service agencies.
 - ii. Coordinate ESN and/or service changes with any affected municipality.
 - iii. Submit proper documentation to the Communications Manager.
- c. Municipality
 - i. Approve any change to an ESN within the municipal boundary.
 - ii. Coordinate ESN and/or service changes with affected emergency service agencies.
 - iii. Submit proper documentation to the Communications Manager.
- d. Planning and Zoning Department
 - i. Coordinate changes with telephone company ESN Manager.
 - ii. Update ESN database.
 - iii. Update any county GIS databases and related sources of information.