



Portage County Public Safety Communications and Policy Board

POLICIES AND PROCEDURES

Policy Number:	4	Subject: Expanding Responsibilities for the Communications System	
Effective Date:	December 17, 2015	Revised Date:	Number of Pages: 5
Related References:	Policy – Changing ESN Information		
Policy Statement:	This policy defines the roles, responsibilities, and procedures for extending, expanding, and changing Communications Center services and computer aided dispatch data, access, and related components to end users served by the Communications Center.		

I. DEFINITIONS:

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

Communications Board – The Portage County Public Safety Communications Board.

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

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

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

EMD – Emergency Medical Dispatching.

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.

GIS – Geographic Information System.

IT – Information Technology; the Portage County Information Technology Department.

MOU – Memorandum of Understanding.

Municipality – A city, village, or town.

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.

TIME – Transaction of Information for Management of Enforcement. The TIME System is the law enforcement message switch and network that provides criminal justice employees with information on wants and warrants, driver license and vehicle registration information, criminal histories, protection order and injunction files, sex offender and corrections information, stolen property, missing persons, and more.

II. GENERAL STATEMENT OF PHILOSOPHY

Portage County operates a Communications Center for the purposes of establishing a County PSAP, dispatching emergency service agencies, conducting EMD, coordinating communications with outside agencies, providing public warning, coordinate information and necessary communications for various public safety agencies such as Emergency Management and State Patrol, and other law enforcement specific functions.

The primary function of the Communications Center, and the public safety communications system established by the County, is for the relay of emergency information to the appropriate agency or organization for their proper response, for the welfare of the citizens and responders during an emergency, and for the safeguarding and support of personnel in potentially dangerous situations.

III. STANDARDS AND PROCEDURES

a. Expanding Existing Capabilities to New Public Emergency Services Agency Users

- i. **Applicability.** This subsection applies to emergency service agencies, who are publicly organized and funded by Portage County or a political subdivision thereof.
- ii. A new emergency service agency may be added to the County communications system after completing the following requirements.
 1. Such new agencies shall submit a formal request to the Communications Manager, signed by the chief elected official of the municipality, no later than 180 days from the anticipated start date of the service.
 2. Such new agency shall meet with a team from the Communications Center, led by the Communications Manager, to coordinate details of the support needed for this service and establish a work plan. This includes, but not limited to, frequencies assigned, paging tones and towers, policy compliance, points of contact, and Communications Board membership.
 3. Such new agency shall submit a written plan detailing the work plan to the Communications Manager no later than 90 days from the anticipated date of the start of service.
 4. The new agency shall agree to a mutually acceptable MOU with the County.
 5. If applicable, the policy for Changing ESNs shall also be complied with.
 6. The Communications Board will approve or deny the request.
 7. All start-up costs borne by the County associated with the addition of the new agency shall be paid by the new agency. This includes, but not limited to CAD programming, radio programming, additional needed hardware, and licensing.

b. Expanding Existing Capabilities to New Private Emergency Services Agency Users.

- i. **Applicability.** This subsection applies to emergency service agencies, who are privately organized and funded, and operate within the boundaries of Portage County.
- ii. A new emergency service agency may be added to the County communications system after completing the following requirements.

1. Such new agencies shall submit a formal request to the Communications Manager, signed by the chief executive officer of the agency, no later than 180 days from the anticipated start date of the service.
2. Such new agency shall meet with a team from the Communications Center, led by the Communications Manager, to coordinate details of the support needed for this service and establish a work plan. This includes, but not limited to, frequencies assigned, paging tones and towers, policy compliance, points of contact, and Communications Board membership.
3. The Communications Manager shall seek approval from County and other appropriate officials to proceed with this request. If deemed inappropriate, the request shall be denied.
4. Such new agency shall submit a written plan detailing the work plan to the Communications Manager no later than 120 days from the anticipated date of the start of service.
5. If applicable, the policy for Changing ESNs shall also be complied with.
6. If applicable, the requestor shall agree to a mutually acceptable MOU with the County.
7. The new agency shall agree to a mutually acceptable contract with the County.
8. The Communications Board will approve or deny the request.
9. All start-up and ongoing maintenance costs borne by the County associated with the addition of the new agency shall be paid by the new agency. This includes, but not limited to CAD programming, radio programming, additional needed hardware, prorated maintenance agreements, and licensing.

c. Adding Capabilities to the Current System

- i. Applicability. This subsection applies to emergency service agencies who operate within the boundaries of Portage County. In lieu of a single emergency service agency, a collective group of agencies may sponsor any such request.
- ii. An emergency service agency may request that additional capabilities be added to the County communications system after completing the following requirements.
 1. All such requests shall be forwarded to the Communications Manager for initial consideration.
 2. Initial consultation with all entities effected by the adding of capabilities shall meet to discuss rationale, impacts, costs, and other consequences of adding or not adding the new capability. Effected entities can include, as an example, the Communications Center, IT, GIS, and radio service vendors.
 3. Effected entities shall determine if the request is feasible and appropriate. If so, then the effected entity shall submit to the requesting emergency service agency, a list of requirements needed to continue with the adding of the new capability. If not, the request shall be denied.

4. The requestor shall submit a written plan detailing the work plan to the Communications Manager no later than 120 days from the anticipated date of the start of service.
5. If applicable, the policy for Changing ESNs shall also be complied with.
6. If applicable, the requestor shall agree to a mutually acceptable MOU with the County.
7. The Communications Board will approve or deny the request.
8. All start-up and ongoing maintenance costs borne by the County associated with the addition of the new capability shall be paid by the requesting agency. This includes, but not limited to CAD programming, additional staffing, radio programming, additional needed hardware, prorated maintenance agreements, and licensing.

d. Adding Additional Duties onto the Communications Center

- i. Applicability. This subsection applies to emergency service agencies who operate within the boundaries of Portage County. In lieu of a single emergency service agency, a collective group of agencies may sponsor any such request.
- ii. An emergency service agency may request that additional duties be added to the Sheriff's Office Communications Center after completing the following requirements.
 1. All such requests shall be forwarded to the Communications Manager for initial consideration.
 2. Initial consultation with all entities effected by the adding of capabilities shall meet to discuss rationale, impacts, costs, and other consequences of adding or not adding the new duty. Effected entities can include, as an example, the Communications Center, Sheriff's Office Operations Division Commander, IT, GIS, and radio service vendors.
 3. Effected entities shall determine if the request is feasible and appropriate. If so, then the effected entity shall submit to the requesting emergency service agency, a list of requirements needed to continue with the adding of the new capability. If not, the request shall be denied.
 4. The requestor shall submit a written plan detailing the work plan to the Communications Manager no later than 90 days from the anticipated date of the start of service.
 5. If applicable, the policy for Changing ESNs shall also be complied with.
 6. The Communications Board will approve or deny the request.
 7. All start-up and ongoing maintenance costs borne by the County associated with the addition of the new capability shall be paid by the requesting agency. This includes, but not limited to CAD programming, additional personnel, radio programming, additional needed hardware, prorated maintenance agreements, and licensing.

- e. Dispute Resolution. Should the approval process become stopped due to disagreement between parties at any level, the matter may be brought to the Communications Board for mediation, recommendations, and further direction.

IV. FUNDING PHILOSOPHY

- a. Financial burdens placed on the Communications Center, Portage County, or any component thereof, shall be the responsibility of the agency, organization, company, or any collection thereof making the request. This includes the requirement for sufficient mechanisms to be created to ensure sustained funding of any such request. The termination of funding will most expectedly result in the termination of the new service.
- b. Expansions with a County-wide Impact.
 - i. Expansion of services and/or capabilities that directly relate to a mandatory County function, shall be funded through the regular County budgeting process. “Mandatory” shall be defined by those services where the County has exclusive responsibility as provided for in state statute. Other non-County organizations that benefit from the expansion may or may not be extended these expanded capabilities depending on the sharing of costs, at the sole discretion of the County.
 - ii. Expansion of services and/or capabilities that directly relate to an official County function, may be funded through the regular County budgeting process, but shall be the responsibility of the requestor to complete that process. “Official” shall be defined by those services where the County has optional powers as provided for in state statute, and the County has agreed to take on such a role. It may also be defined by those agreements that the County has entered into to provide such a service to another organization, by contract or MOU. Other non-County organizations that benefit from the expansion may or may not be extended these expanded capabilities depending on the sharing of costs, at the sole discretion of the County.
 - iii. Expansion of services and/or capabilities that do not directly relate to a County function shall be considered discretionary by the County, and shall be the requestor’s responsibility to secure funding. “Discretionary” shall be defined by capabilities that the County has chosen to perform for the mutual benefit of all citizens within the County, but is not required to continue to do so. Other organizations that benefit from the expansion may or may not be extended these expanded capabilities depending on the sharing of costs, at the sole discretion of the County.
 - iv. The provision of dispatching services to emergency service agencies shall not, in and of itself, be considered a core and mandatory function, except as where the statutes provide otherwise. Services are defined as follows:
 - 1. Mandatory Functions: Sheriff’s Office dispatching, TIME System access, PSAP establishment , maintenance, and operation
 - 2. Official Functions: County Ambulance dispatching, dispatching under contract, dispatching of Humane Officers, community alerting functions
 - 3. Discretionary Functions: Municipal dispatching, County non-emergency service agency dispatching, non-County emergency services dispatching