

RESOLUTION NO. 005-24

VOTE	1ST		2ND		3RD	
	Y	N	Y	N	Y	N
GORDON						
WILKERSON						
THOMPSON						
EHORA						
JONES						
GLENN						
NEEPER						
DIXON						
TOTAL						

Introduced by _____ Councilor

Seconded by _____ Councilor

Form Approved _____ Director of Law

PUBLICATION: I hereby certify that this Resolution was published in a summary manner according to law in the Lima News on _____

Dana Addis, Clerk

**A RESOLUTION OF THE LIMA CITY COUNCIL
ADOPTING THE ALLEN COUNTY 911 FINAL PLAN.**

WHEREAS, The City of Lima participates in the Allen County 911 Program Review Committee; and,

WHEREAS, the Ohio Revised Code requires the 911 Final Plan be adopted by the legislative authority of each municipality in the county; **Now, Therefore**,

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF LIMA, ALLEN COUNTY, OHIO, WITH AT LEAST A MAJORITY OF THE MEMBERS ELECTED THERETO CONCURRING:

Section 1. Lima City Council hereby adopts the Allen County 911 Final Plan, as approved on March 14, 2024, attached as Exhibit A.

Section 2. That the Clerk of Council is hereby authorized and directed upon adoption of this resolution to provide a copy to the local news media.

Section 3. That the Clerk of Council is hereby authorized to cause publication of this resolution to be made in a summary manner as provided by the City Charter.

Section 4. This resolution shall take effect and be in force forthwith upon passage by an affirmative vote of at least two-thirds of the members elected to council at the first reading hereof. If it shall not so pass it shall take effect and be in force forthwith upon passage by an affirmative vote of at least two-thirds of the members elected to council at the second reading hereof. If it shall not so pass at second reading then it shall take effect and be in full force forthwith upon passage by an affirmative vote of at least a majority of the members elected to council at the third reading hereof. Otherwise, it shall take effect and be in force from and after the earliest period allowed by law.

Adopted: _____, 2024

Jamie L. Dixon, President

Approved: _____, 2024

Sharetta T. Smith, Mayor

Attest: _____
Dana Addis, Clerk

Allen County

911

Final Plan

Approved 03-14-2024

Revised: March 2024

INTRODUCTION

The 911 concept was originally developed to provide the public with one simple, easy to remember to call for help in emergency situations.

Advances in computer and telephone technology have combined to create an improved 911 system. This enhanced 911 system actually accelerates the speed of processing a call, eliminating the need for personnel to determine jurisdiction and locate the corresponding telephone numbers. A feature, known as selective routing, automatically routes 911 calls to the predesigned PSAP responsible for addressing all public safety responses to the address associated to the telephone the 911 call was placed from.

All 911 calls placed from a cell phone will be routed to the Allen County Sheriff's Office PSAP.

When the next generation 911 system is available. Allen county PSAPs will integrate using the system provided by the state of Ohio.

The phone lines that deliver 911 calls to the Public Service Answering Points (PSAPs) are provided by Brightspeed. All carriers servicing the Allen County forward emergency calls through selective routing to Brightspeed. Brightspeed connects those calls to the 911 core system located at the Allen County Sheriffs Office or the Lima Police Department. The Allen county Core system uses Vesta software to process the 911 call. SMS emergency messages are processed through the Intrado software in the core system.

Allen County 911 Funding Formula

The formula used for funding PSAPs in Allen County 911:

County General Fund Dollars + Sales Tax (per resolution) + PUCO Phase 2 Dollars + City General Fund = 911 Funding

Projected Cost

The projected five year operating cost of Allen County 911 is:

	<u>PSAP ACSO</u>	<u>PSAP LPD</u>	
Yearly Cost 1	\$847,199.96	\$435,841.00	
Yearly Cost 2	\$872,615.96	\$448,916.23	
Yearly Cost 3	\$898,794.44	\$462,383.72	
Yearly Cost 4	\$925,758.27	\$476,255.23	
<u>Yearly Cost 5</u>	\$953,531.02	\$490,542.89	
	\$4,497,899.65	\$2,313,939	\$6,811,838.72
Upgrade Cost			\$473,439.28
5 year total cost			\$7,285,278.00

Public Safety Answering Points (PSAP)

The Allen County Sheriff's Office PSAP receives all wireless 9-1-1 phone calls in Allen County, as well as all wireline and VOIP 9-1-1 calls that are placed outside of the City of Lima city limits.

ANI - Automatic Number Identification

This feature will instantly display the phone number the 911 call is being placed from.

ALI - Automatic Location Identification

This feature will instantly display the address associated with the phone number the 911 call was placed from. If the caller is unable to provide the address, help can still be sent to this location.

When a 911 call is placed from a cell phone, the tower location will be displayed. If it is a Phase 2 call, the 911 operator can map the call using the latitude and longitude to locate to exact location the caller is calling from.

The 911 operator will always confirm the location or address where help is needed prior to dispatching emergency vehicles or transferring the call to the correct agency.

ALLEN COUNTY 911 COVERAGE AREA POLICY

This policy is made in consideration of the needs of the citizens and emergency service providers, and the capabilities of the Allen County Sheriff's Office and the Lima Police Department. This policy represents a willingness of the Allen County Commissioners and the Allen County 911 Program Review Committee, to extend 911 service to surrounding areas. However, the boundaries of the proposed service areas are subject to approval of the County Commissioners, the Township Trustees of the applicable surrounding county, the participating telephone companies, and the Public Utility Commissions of Ohio.

This policy is based on the guiding principle that anyone in the extended service area, by dialing 911, may receive emergency police, fire or medical response through either Allen County PSAPS (Public Service Answering Service Points).

It will be policy of the Allen County 911 Program Review Committee that the Allen County 911 Emergency Telephone Service may be extended into other immediate counties, adjacent to Allen County, subject to approval of the County Commissioners and the Township Trustees of the applicable surrounding county, the participating telephone company, and the Public Utility Commission of Ohio, providing that the proposed geographical area are within the service jurisdiction of Allen County telephone companies, and are within the emergency services jurisdiction of both the Fire Department and the Rescue/EMS Department of either the City of Delphos, Bluffton, or Spencerville Ohio.

911 PSAP LOCATIONS

Allen County Sheriff's Office
County Justice Center
333 N. Main St.
Lima, Ohio 45801
(419) 227-3535

Lima Police Department Allen
117 E. Market St.
Lima, Ohio 45801
419-227-4444

911 calls from wirelines within the Lima city limits and VOIP lines designated by the provider to be located within Lima City Limits will ring directly to the Lima Police Department PSAP. All other 911 calls within Allen County will ring to the Allen County Sheriff's Office PSAP, including all wireless 911 calls.

911 calls received by Allen County that are determined to be within Shawnee Township, will be connected to Shawnee Township Dispatch. The dispatcher at the Allen County PSAP will remain on the line until the need for emergency services has been fulfilled.

CATASTROPHIC EVENT AT PSAP LOCATIONS

In the event that a catastrophic incident occur inside either PSAP site, 911 calls will be routed to the other unaffected PSAP location.

It will be policy that if such an event occurs, it will be up to the PSAP Manager at each PSAP location, to as quickly as possible, physically relocate the 911 operators to the unaffected PSAP location to help with the increase of 911 calls. 911 operators will remain at the unaffected PSAP location until the inoperative PSAP can be repaired and 911 calls can be answered.

PSAP MANAGERS

There will be an officer from the Allen County Sheriff's office and Lima Police Department designated as the PSAP Manager.

The PSAP Manager will be responsible for overseeing the daily operations of that agency's PSAP. They will be the "contact person" for the Allen County 911 Coordinator and will act as a liaison officer between that agency and the 911 Coordinator. The PSAP Manager will provide monthly reports of all 911 call activity that their PSAP received. The 911 Coordinator will be notified of all equipment failure immediately, and be notified when supplies are needed. The PSAP Managers will forward all PSAP Inquiry Forms to the 911 Coordinator. The PSAP Inquiry Forms will be completed and forwarded to the 911 Coordinator, or in Lima Police Department's case, their PSAP Manager.

911 CALL HANDLING PROCEDURES

The following are suggested procedures for all PSAP 911 operators using the Allen County Emergency Telephone System. Specific departmental or agency policies and procedures in addition, should be adhered to by PSAP 911 operators.

EMERGENCY CALL TAKING

Each citizen of Allen County, who calls 911 for assistance, believes that their call is of the utmost importance. The 911 requests for service are to be considered an emergency function. The 911 operator must determine, to the best of their ability, the actual seriousness of each 911 call.

It will be the policy of the 911 Program Review Committee that the 911 Operator will:

1. Be Emergency Medical Dispatcher (EMD) Certified.
2. Be proficient in handling all 911 calls expeditiously.
3. Be familiar with the operation of all 911 equipment.
4. Be capable of performing all call transferring.
5. Be knowledgeable in practicing the policies and procedures of the Allen County 911 Emergency Telephone System, particularly in the area of system failure.

ANSWERING THE 911 TELEPHONE

It will be the policy that each 911 call will be answered within four (4) rings. Upon answering the 911 telephone, the 911 Operator will answer “911, what is your emergency?”

Once the caller advises their emergency, the 911 Operator will verify the location where help is needed. It will be policy that the 911 Operator will ***ALWAYS VERIFY THE INCIDENT LOCATION***. The 911 Operator will not assume that an incident is occurring at the location displayed on the ALI Screen. Because of some duplication of street names in various Allen County Communities, it is essential for the 911 Operator to obtain the Community in which the 911 call originated when verifying the address.

It will be policy that ***NO*** 911 call be placed on hold. There may be an occasion, however, when more than one 911 line is ringing. In this situation,

the 911 Operator should be expedient in handling the first call as possible, thus freeing the 911 PSAP for other incoming 911 calls.

The 911 Program Review Committee supports the policy of providing translation services for callers speaking a foreign language. It will be policy that the Allen County 911 Emergency Telephone System will accept only **EMERGENCY** calls.

An **EMERGENCY** telephone call is defined as a 911 call received at a PSAP needing immediate police, fire or medical assistance, when one or more of the following criteria is present:

1. An injured or ill person
2. A suspect or offender is at a specific known location.
3. Person(s) or property is currently in jeopardy of serious harm.
4. A serious criminal act is being committed.
5. An abandoned or unknown event type of call.

It will be policy that any call received on the 911 System which does not fall within the above listed policy, will result in the 911 Operator advising the caller that the 911 line is for emergencies only and to contact the correct agency by the ten digit phone number.

By authority of the Ohio Revised Code, it will be policy of the Allen County 911 Program Review Committee that the 911 Operator will furnish the caller with the agency's ten-digit phone number.

PROCESSING THE 911 CALLS

After a 911 call has been received, the 911 Operator will determine the nature of the emergency as soon as possible, verify the address or location where the help is needed, and determine the proper agency required and if needed, transfer the call to that agency by using the Call Transfer Method which will be explained further on in this document.

It will be policy that if the data on the ALI Screen is incorrect and does not reflect the 911 caller's calling location, or the responding agency is incorrect, the 911 Operator will confirm the caller's data and notify or dispatch the proper responding agency. The 911 Operator will then complete the 911 PSAP Inquiry Form and notify the PSAP Manager of the problem. If a 911, call is miss routed to the PSAP it will be the 911 operator's responsibility to fill out a call miss route form and send to the PSAP Manager.

It will be policy that the 911 Operator will check a caller's location manually when the 911 PSAP is inoperative, or if the ALI was not received with the call, with use of the printed Allen County Ohio Master Street Address Guide (MSAG) if necessary. In each Allen County PSAP Communications Center, the 911 Coordinator will place a binder containing a printed report of all streets listed in Allen County, covered by the Allen County 911 PSAP. By doing so, the 911 Operator will be able to look up the street's name and determine the correct responding agency to send. This MSAG will be updated whenever major additions or corrections are made, and at least once every year through the 911 Coordinator's Office.

CALL TRANSFER METHOD

It will be policy of the Allen County 911 Program Review Committee that 911 calls will be transferred to the appropriate responding agency. The caller will be told by the 911 Operator to "Stay on the line while I transfer you to the (correct agency.)" The 911 Operator will then, by the use of either a one button transfer key or several pre-programmed speed dial numbers, transfer the 911 caller to the correct responding agency. The detailed methods of correct call transfers are explained in METHODS OF 911 CALL TRANSFER section of this manual.

If the Allen County Sheriff's Office PSAP would receive a 911 call where the caller needs Lima Police Department to respond, it will be policy that the

911 operator transfer the 911 caller to Lima Police Department's PSAP. If the 911 call was placed from a landline and was misdirected to Allen County Sheriff's Office PSAP instead of Lima Police Department's PSAP, the 911 Operator will complete a PSAP Inquiry Form and submit it to the PSAP Manager.

If the Allen County Sheriff's Office PSAP receives a 911 call where Lima Fire Department or Emergency Medical Services are needed, it will be policy to transfer the 911 caller to Lima Police Department's PSAP.

When transferring the 911 caller to another PSAP, it will be policy that the 911 Operator stay on the line long enough to insure that the transfer is successful, and to relay any location information if necessary.

When transferring a 911 call to a location without the ability to receive, and transfer back a call with ANI/ALI information the 911 Operator will remain on the line until the need for emergency services have been fulfilled.

PRIMARY AND ALTERNATE EMERGENCY BACK UP COMMUNICATION SYSTEMS

If for some reason the 911 call cannot be transferred, for example the telephone lines are down between PSAP and the transfer point, or that the 911 Operator has attempted several times to transfer the caller and the telephone lines are busy, there are 3 alternate backup communications notification systems in place. Any or all of these systems may be implemented by the 911 Operator to notify an agency that their services are needed.

TELEPHONE CALL TRANSFER METHOD

This is the primary way of notification. Once a 911 call has been received and the address for service has been verified by the 911 Operator, that

telephone call will then be transferred to the appropriate agency by use of the PSAP speed dial numbers. The 911 Operator will remain on the line until conversation is heard from both parties.

PSAP RADIO TRANSFER METHOD

Once a 911 call has been received and the address for service has been verified by the 911 Operator, and for some reason the 911 call cannot be transferred to the appropriate agency, the 911 Operator may employ the PSAP radio transfer method. The 911 Operator may change radio frequency to the appropriate responding agency, and directly dispatch that agency to where their service is needed.

PSAP PAGER TRANSFER METHOD

Once a 911 call has been received and the address for the service has been verified by the 911 Operator, and for some reason the 911 call cannot be transferred to the appropriate agency, the 911 Operator may employ the PSAP Pager Transfer Method. The 911 Operator will employ the use of the base stations at each PSAP, to trip a paging unit located at each of the dispatch centers.

PHYSICAL CONTACT METHOD

If for some reason the previously describe methods of contact are unsuccessful, the 911 Operator will then dispatch the closest law enforcement agency nearest the requested agency for service, and physically make contact with that agency, notifying them that their service has been requested by a 911 caller.

It will be policy that if any of the previously described methods of communications are unsuccessful, the 911 Operator may employ any of these methods of notification at any time to advise an Allen County Emergency Service Provider that their services have been requested by a 911 caller.

SPECIAL PAGER TONE ADVISORY

This policy has been established in order for some rural Allen County Emergency Service Providers to be alerted to a 911 service call. It will be policy of the Allen County 911 Program Review Committee that the 911 Operator will activate the requested agency's tone and relay a voice message of the type of emergency and location of that emergency.

"Attention (name of responding agency), EMS/FIRE is needed at (advise the address) reference (advise type of emergency)."

This message will be repeated twice.

It will be the policy of the Allen County 911 Program Review Committee, that in order to assist the 911 Operator to remember which Allen County Emergency Response Agency participates in this procedure, the ALI screen will be altered by the phone company database coordinator to help identify these agencies. The Allen County Emergency Service Provider lines on the ALI screen will have the initials "PG" ahead of the speed dial number. These initials indicate that this particular agency needs to be paged out. In the case of Spencerville Fire/EMS, once they have been toned out, the 911 Operator will transfer the 911 call to their department telephone number. If no "PG" is indicated before the speed dial number, the 911 Operator will transfer the 911 caller to the correct responding agency.

CANCELING A 911 TRANSFER

There may be an occasion when it is necessary to cancel a 911 call transfer, such as a misdial, busy signal, no answer, or a 911 caller hang up or disconnect. This shall be done by the use of the "FLASH" button on the PSAP equipment.

If the caller hangs up or is disconnected before a 911 call transfer is completed, the 911 Operator will immediately contact the correct responding agency with the information they were able to obtain from the caller before being disconnected. The 911 Operator will attempt to contact the caller back using the telephone number on the ALI screen. If successful, then advise the responding agency with any further pertinent information.

If the original 911 call was a misrouted call or an MSAG error, the 911 Operator will complete the PSAP Inquiry Form and forward it to the PSAP Manager.

DISCONNECTING A 911 CALL

It will be a policy of the Allen County 911 Program Review Committee that a 911 caller will be disconnected from the PSAP, only after a successful call transfer has been established. After a call transfer has been established the 911 Operator will announce to the receiving Allen County Emergency Service Provider that the transfer is from that PSAP site, and advise the 911 caller to go ahead with their emergency information. Once the 911 Operator hears both the Allen County Emergency Service Provider and the caller communicating, the 911 Operator may disconnect from the three way call. This policy is established for law enforcement and fire fighting 911 calls only. If the 911 Operator determines that the 911 call is for emergency medical service, it is the policy of the Allen County 911 Program Review Committee that the three way call between the 911 caller, the 911 Operator, and the emergency medical service agency, will be maintained so that the 911 Operator can advise the caller basic medical first-aid information until emergency medical service vehicle arrives at the scene.

ABANDONED OR HANG UP 911 CALLS

If a 911 call results in a hang up or is disconnected before the 911 Operator can determine the reason for the call, the 911 Operator will obtain the caller's phone number from the ANI/ALI display screen, and call that

number back in attempt to contact the previous 911 caller and inquire if they had an emergency. If a satisfactory answer is not received, it will be policy of the Allen County 911 Program Review Committee that the 911 Operator dispatch the closest appropriate law enforcement unit for that location, advising them of the information surrounding the abandoned 911 call, so they can check the well being of the caller or residents.

MAPPING ABANDONED 911 CALLS

If the abandoned 911 calls is placed from a cell phone and it is a “Phase 2” screen, the 911 Operator will map the call and determine the location where the cell phone call was placed from. The 911 Operator will go to the map and click on the “LAT/LONG” tab. The “LAT/LONG” information is located on the PSAP screen, below the city or township name and will begin with a “+” and “-” sign. Once a location has been determined, the 911 Operator will send the closest law enforcement agency to that location and check for an emergency.

Example:

X -84.012345 Y +40.567890

When typing in the Lat/Long, the “-” and “+” symbols are required.

QUESTIONABLE ALI DISPLAY

If any information on the ALI Display Screen is questionable or incorrect, it will be policy of the Allen County 911 Program Review Committee that the 911 Operator will fill out a PSAP Inquiry Form and forward it to the PSAP Manager immediately. One copy will also be forwarded to the 911 Coordinator, who will investigate the error, make corrections to the entry then notify the phone company in order for them to make the corrections if needed. The PSAP Manager will keep a copy of the PSAP Inquiry form on file.

If the 911 Operator receives a 911 call which results in a “Record not found” display on the ALI screen, it will indicate to the 911 Operator that this

caller's address cannot be found by the computer in the Allen County 911 database.

If a 911 call is of an emergency nature, the 911 Operator will IMMEDIATELY obtain the telephone to the location of the emergency and press the "UPDATE" button on the PSAP equipment, and after hearing a dial tone, enter that telephone number into the computer database. Within a few seconds, the ALI screen should be displayed. Once the ALI information is displayed, the 911 Operator will then employ normal procedures through the 911 call described in this manual.

If the search of the telephone number obtains no information, it will be the policy of the Allen County 911 Program Review Committee that the 911 Operator shall then obtain the address, and or location where the emergency has occurred and with the use of the Allen County MSAG, look up the correct responding agency for that location. After that information is obtained, the 911 Operator then may employ normal procedures to process the 911 call previously mentioned in this manual.

Once the service providers are sent, complete the ANI/ALI Inquire form and forward it to the PSAP Manager, who will handle this situation the same as a Questionable ALI Display.

If the 911 call is not of an emergency nature, the 911 Operator will obtain the caller's address and verify their phone number, complete the PSAP Inquire Form and forward it to the PSAP Manager, who will handle this situation the same as a Questionable ALI Display. The 911 Operator will advise the caller that their call is not an emergency and they would need to call the correct agency on their seven digit line. The 911 Operator will provide the caller with the correct seven digit number.

It will be the policy of the Allen County 911 Program Review Committee that no telephone number may be entered into any private telephone company customer record database through the Allen County Sheriff's Department PSAP, or the Lima Police Department PSAP, for purposes other than to obtain emergency response information for a citizen who has

dialed 911 from that telephone number and request emergency assistance. Any violation of this policy could result in disciplinary action by the Allen County Sheriff's Office, the Lima Police Department.

MISCELLANEOUS ALI DISPLAYS

All 911 calls that the phone company computer cannot selectively route correctly will automatically default to the Allen County Sheriff's Office PSAP. These calls will be screened by the 911 Operator and then transferred to the proper responding agency. These default 911 calls may include a location which does not have a physical street in the phone company's customer records. These may include locations with rural routes, or a Post Office Box number, or two cross streets. Under these circumstances it will be policy of the Allen County 911 Program Review Committee that the 911 Operator will determine the nature of the emergency, verify the address or location where services are needed, and by use of the MSAG, determine the correct responding agency to send to that location. The 911 Operator will then notify or dispatch that agency of the emergency. A PSAP Inquiry Form will be completed by the 911 Operator and forwarded to the PSAP Manager.

MISROUTED 911 CALLS

There are several reasons for a misrouted 911 call. When the 911 Operator has determined that they have a misrouted 911 call, it will be policy of the Allen County 911 Program Review Committee that the 911 Operator will follow the same procedures listed in this manual.

CELLULAR 911 CALLS

All cellular 911 calls will be routed to the Allen County Sheriff's Office, however, misroutes are possible. Remember, the caller's specific location will not be available on the ALI screen with our PSAP equipment, therefore the 911 Operator will follow the same procedures listed in this manual. If the 911 cell phone is a "Phase 2" call, the 911 Operator will be able to map the caller's location.

TRUNKED TELEPHONE/RADIO 911 CALLS

All 911 Operators should be made aware that a mobile radio has been developed to allow these types of radios to access telephone calls. These radios work on a repeater system through Time Warner Cable Company on Elida Road. If the Allen County PSAP would receive a 911 call from these radios, the ALI screen will indicate that the 911 call is originating from the repeater site, and not the actual location where the emergency exists.

ANI FAILURES

Occasionally, the caller's telephone number cannot be identified by the phone company equipment and will result in an "ANI Failure," which will appear on the ANI display. All ANI failure defaults do not display any name, address, or telephone number information. In these incidents, it will be the policy of the Allen County 911 Program Review Committee that the 911 Operator will follow the same procedures listed in this manual.

PBX / PABX 911 CALLS

These types of telephone systems are normally found in business type environments. Their on-site telephone equipment is not programmed to provide the caller's phone number and specific address. Normally, they will display the main address and a telephone number only, and this will be indicated in the "type of service" portion in the ALI display screen. It will be the policy of the Allen County 911 Program Review Committee that the "type of service" area will be scanned as a matter of practice with all 911 calls that come into the PSAP locations.

CALL TRACING

The Allen County Enhanced 911 System should eliminate the need to trace calls since the information is displayed on the ALI screen. There may be,

however, when the ALI information display is garbled and unusable. Should this occur, you must remember that you cannot dial out on a 911 line. The preferred method for tracing a call received on a 911 line is for the 911 Operator call the phone company, identify yourself and ask to speak to a supervisor.

Explain to the Supervisor the need for the line trace. If the number that you are requesting is a “non published” number, the Supervisor will return your call and supply you with the needed information you had requested.

Process the call according to agency policy and procedures and then complete the PSAP Inquiry Form. The PSAP Inquiry Form will then be forwarded to the PSAP Manager.

EQUIPMENT TESTING

It will be the policy of the Allen County 911 Program Review Committee that all equipment purchased for the Allen County 911 Emergency Telephone System will be tested on a monthly basis at each PSAP site. It will be the responsibility of the PSAP Managers to see that each piece of 911 related equipment be tested at their respective PSAP sites.

EMERGENCY 911 EQUIPMENT REPAIRS

If for some reason any PSAP equipment fails, it will be the policy of the Allen County 911 Program Review Committee, that the 911 Operator contact the phone company immediately of the equipment failure.

The 911 Operator will advise the phone company operator of their identity, explain the equipment failure, and advise the company of the circuit number.

The 911 Operator will also notify the PSAP Manager and 911 Coordinator of this situation via e-mail along with the ticket number provided by the

phone company operator. A time log should also be recorded by the 911 Operator to establish a response time for a service person. The current contract states that a repairperson will be assigned to the ticket within an hour

E 9-1-1 CALL PROBLEM REPORT FORM

It will be the policy of the Allen County 911 Program Review Committee that the 911 Operator will complete an E 9-1-1 Call Problem Report Form anytime the ALI screen indicates invalid information, and then forward the completed form to the PSAP Manager.

The E 9-1-1 Call Problem Report Form should contain the correct information that has been verified by a 911 caller.

DISASTER WARNING & NOTIFICATION SYSTEM

D.W.N.S.

The Allen County Sheriff's Office serves as the 24 hours entry point for all emergency management operations in Allen County.

It will be the policy of the Allen County 911 Program Review Committee and the Allen County Emergency Management Agency that all 911 calls received at either PSAP location, that reports an actual or potential emergency such as a hazardous materials release, natural disaster (tornado sightings or winter emergencies), major transportation accident (multiple vehicles, aircraft, train, passenger bus), pipe line, fire or explosion, tank truck, trail tank car, storage facility containing any hazardous materials including gasoline, oil products or flammable gas, activate the D.W.N.S. through the Allen County Sheriff's Office. **IF IN DOUBT – REPORT IT!**

PROMULGATION DOCUMENT

We, the undersigned members of the Allen County 911 Program Review Committee, have reviewed and accepted the following policies contained here within.

By our signatures, we agree that these policies have been accepted and will be in effect as of March 14th 2024 and will be reviewed and or revised yearly.

Tom Berger, Director
Allen County Emergency Management

Sharetta Smith, Mayor
City of Lima

Paul Basinger, Trustee
American Township

Ted Ciminillo, Trustee
Shawnee Township

Andrew Grothouse, Councilman
City of Delphos

Brian Winegardner, Commissioner
Allen County Commissioner