

DUVAL COUNTY 911 PLAN

9.16 DUVAL COUNTY

9.16.1 System Summary

Duval County has a type 4, E 911 System consisting of 4 Primary and 1 Secondary PSAP and 2 Backup PSAP facilities. Duval is also home to 3 Department of Defense PSAPs and 1 hybrid 911 center at the University of North Florida. Establishment of additional PSAP facilities is pending.

The contiguous counties to Duval County are the following: Clay, Nassau, and St. Johns. The Duval County PSAPs transfer callers to the counties via fixed transfer.

In November of 2017 Jacksonville implemented the Text to 911 application utilizing the INdigital TEXTY software. Currently the Text to 911 is available at the Jacksonville Sheriff's Office, the Jacksonville Communications backup facility, and will be available at the new Cecil Field back up facility.

9.16.1.1 Jacksonville Sheriff's Department, Primary PSAP

The Jacksonville Sheriff's PSAP serves as the Primary PSAP for all 911 calls placed within the jurisdictional boundaries of the Consolidated City of Jacksonville. Calls requiring law enforcement response are direct dispatched from this PSAP. Calls requiring fire or emergency medical response (rescue) are transferred to the Jacksonville Fire/Rescue Secondary PSAP.

9.16.1.2 Jacksonville Beach Police Department, Primary PSAP

The City of Jacksonville Beach has a Primary PSAP located at the Jacksonville Beach Police Department. All law enforcement calls are handled by direct dispatch from this PSAP. Calls requiring fire or emergency medical response (rescue) are transferred or relayed to the Jacksonville Fire/Rescue Secondary PSAP.

9.16.1.3 Neptune Beach Police Department, Primary PSAP

The City of Neptune Beach has a Primary PSAP located at the Neptune Beach Police Department. All law enforcement calls for service are handled by direct dispatch from this PSAP. Calls requiring fire or emergency medical response (rescue) service are transferred or relayed to the Jacksonville Fire/Rescue Secondary PSAP.

9.16.1.4 Atlantic Beach Police Department, Primary PSAP

The City of Atlantic Beach has a Primary PSAP located at the Atlantic Beach Police Department. All law enforcement calls for service are direct dispatched from this PSAP. Calls requiring Fire or emergency medical response (rescue) are relayed or transferred to the Jacksonville Fire/Rescue Secondary PSAP.

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9.16.1.5 Jacksonville Fire/Rescue, Secondary PSAP

The Jacksonville Fire/Rescue PSAP is a secondary PSAP. This PSAP provides direct dispatch for all Fire and Rescue calls for throughout the county. All calltakers at this PSAP are certified to provide Emergency Medical Dispatch instructions.

9.16.1.6 Jacksonville Backup Communications Center PSAP

The Jacksonville Backup PSAP is equipped to serve as a Backup PSAP for all Jacksonville Beach, Atlantic Beach, and Neptune Beach 911 PSAP agencies in the county. Calls requiring law enforcement response may be direct dispatched from this PSAP. Calls requiring fire or emergency medical response (rescue) may also be dispatched from this facility.

9.16.1.7 University of North Florida Police Department PSAP

The University of North Florida PSAP is a hybrid. It is a primary for landline calls originating from the campus or from the campus PBX. Wireless calls are routed to the Sheriff's PSAP and then transferred to the UNF PSAP.

9.16.1.8 Naval Air Station Jacksonville, DOD PSAP Regional Dispatch Center

The Naval Air Station Jacksonville PSAP is a hybrid PSAP. It directly receives landline calls originating on the Base or from the base PBX. Wireless calls are routed to the Jacksonville Sheriff's Office PSAP and are then transferred to the NAS PSAP for direct dispatch. Calls requiring fire or emergency medical response (rescue) may also be dispatched from this facility. This facility serves as a regional Dispatch Center for multiple naval installations along the Gulf Coast. Calls for Naval Station Mayport are routed through the RDC.

9.16.1.9 Blount Island Command, USMC Supply Facility. DOD PSAP

The Blount Island USMC PSAP is hybrid third-tier or ring-down PSAP answering facility. There is no 911 CPE at the Blount Island facility. Landline and Wireless 911 calls on the base are routed directly to 911 at the Jacksonville Sheriff's Office. Calls for fire or rescue services are transferred to JFRD. The Base Security Office maintains designated lines for 911 call information to be transferred or relayed back to the base as appropriate.

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9.16.1.10 FL Air National Guard DOD PSAP

The FANG PSAP is a hybrid PSAP. Landline calls are routed to the 911 CPE in the Communications Core. Landline calls originating on the Base or from the base PBX are routed directly to the FANG PSAP. Wireless calls are routed to the Jacksonville Sheriff's Office PSAP and are then transferred to the FANG PSAP for response. Calls requiring fire or emergency medical response (rescue) may also be dispatched directly from this facility.

9.16.1.11 Cecil Field Backup PSAP (Patricia Welte 911 Center)

This facility is intended to provide geographic diversity as a backup for the other PSAP agencies. Located on the western edge of the county, the facility will be equipped to operate as a backup facility for the Jacksonville Sheriff's Office and Jacksonville Fire and Rescue Department. The goal will be to maintain partial staffing to keep redundancy in the system should the primary centers need to relocate. Calls requiring law enforcement response and fire or emergency medical response can be direct dispatched from this PSAP.

9.16.2 System Management

Each Primary PSAP is managed under the direction of the Sheriff or the respective Chief of Police. The Fire/Rescue Secondary PSAP is managed by the Director of Public Safety.

The Jacksonville City Council (Consolidated City-County Government) is responsible by statute for the Duval County 911 System. The City Council has delegated this responsibility to the Sheriff. The 911 Coordinator aka 911 Systems Manager is employed by the Office of the Sheriff and is responsible for the administration, management and day-to-day operation of the 911 System.

The 911 Coordinator meets with the individual PSAP Managers and Supervisors for training and operational issues as appropriate. Meetings with the PSAP Supervisors are held in conjunction with other local area meetings affecting agency operations.

9.16.3 Inter-local Agreement

The Duval County System has selective routing; thereby eliminating central office overlaps with the adjacent counties. There is no specific requirement for an inter-local agreement.

There is inter local agreements on file between the 4 Primary PSAPS and the Secondary PSAP that meet the requirements set in FSS 365.179. These have been filed and recorded with the Florida Department of Law Enforcement (FDLE).

Memorandums of Understanding (MOU) with the Department of Defense PSAPS have been established and are reviewed periodically.

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DUVAL COUNTY 911 SYSTEM DEFINITION

TABLE 9.16-1

JACKSONVILLE SHERIFF'S DEPARTMENT, PRIMARY PSAP

FCC Registry 1545	Jacksonville Sheriff's Department 501 E. Bay Street, Jacksonville, FL 32202
Number of Answering Positions	27 + 6 Training classroom positions
Type of Answering Positions	Call taker
Total Staff	140
TTYs	27 – integrated into the CTI equipment at each answering position
Text Messaging SMS	27
Number of Logging Recorders	2 – 48 channel – EXACOM
Number of Instant Playback Recorders	33 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Frequentis - CTI - ECS 1000 SolaCom Gateway Router
Incoming 911 Trunks	15 wireline 22 wireless 10 VOIP
7 digit lines	10
Transfer lines	4
3 rd Party Notification Lines – Alarms -- Operator Services – Telematics	4

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JACKSONVILLE BEACH POLICE DEPARTMENT, PRIMARY PSAP

FCC Registry 1543	Jacksonville Beach Police Department 101 S. Penman Rd, Jacksonville Beach, FL 32250
Number of Answering Positions	5
Type of Answering Positions	Call Taker/Dispatcher
Total Staff	11
TTYs	5 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0 – Pending upgrade to county wide implementation to Solacom System
Number of Logging Recorders	1 – 8 channel – EXACOM
Number of Instant Playback Recorders	5 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Solacom Guardian - Hosted System 1000
Incoming 911 Trunks	4
Transfer Lines	4
Incoming Wireless Trunks	4

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NEPTUNE BEACH POLICE DEPARTMENT, PRIMARY PSAP

FCC Registry 1595	Neptune Beach Police Department 200 Lemon Street, Neptune Beach, FL 32266
Number of Answering Positions	2
Type of Answering Positions	Call taker / Dispatcher
Total Staff	5
TTYs	2 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0 – Pending upgrade to county wide implementation to Solacom System
Number of Logging Recorders	1 – 8 channel – EXACOM
Number of Instant Playback Recorders	2 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Solacom Guardian - Hosted System 1000
Incoming 911 Trunks	4
Incoming Wireless Trunks	2
Transfer Lines	2

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ATLANTIC BEACH POLICE DEPARTMENT, PRIMARY PSAP

FCC Registry 1446	Atlantic Beach Police Department 850 Seminole Rd, Atlantic Beach FL 32233
Number of Answering Positions	3
Type of Answering Positions	Call taker / Dispatcher
Total Staff	5
TTYs	3 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0 – Pending upgrade to county wide implementation to Solacom System
Number of Logging Recorders	1 – 8 channel – EXACOM
Number of Instant Playback Recorders	3 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Solacom Guardian - Hosted System 1000
Incoming 911 Trunks	4
Incoming Wireless Trunks	4
Transfer Lines	2

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JACKSONVILLE FIRE/RESCUE, SECONDARY PSAP

FCC Registry 1544	Jacksonville Fire Rescue Department 515 N Julia St. 3 rd Floor Jacksonville, FL 32202
Number of Answering Positions	16
Type of Answering Positions	Call taker/Dispatcher
Total Staff	37
TTYs	16 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0 – Pending upgrade to county wide implementation to Solacom System
Number of Logging Recorders	1 – 48 channel EXACOM
Number of Instant Playback Recorders	16 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Frequentis Protect / ECS 1000
Incoming 911 Trunks	8
Incoming Wireless trunks	6
Transfer Lines	6

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JACKSONVILLE BACKUP, PRIMARY PSAP

FCC Registry - 1499 (renamed) Formerly listed as Duval Emergency 911	EOC Building 515 N Julia Street , 5 th Floor Jacksonville, FL 32202
Number of Answering Positions	9
Type of Answering Positions	Call Taker/Dispatcher
Total Staff	variable
TTYs	9 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	2
Number of Logging Recorders	2 – 48 channel – EXACOM
Number of Instant Playback Recorders	12 – integrated into the CTI equipment at each answering position
Call Answering Equipment	CML – Sentinel - Patriot
Incoming 911 Trunks	15 wireline
Incoming Wireless 911 Trunks	8
7 digit lines	10
Transfer lines	6

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University of North Florida, secondary Hybrid PSAP

FCC Registry – tbd	UNF Police Department Bldg 41 1 UNF Drive, Jacksonville, FL 32246
Number of Answering Positions	2
Type of Answering Positions	Call taker/Dispatcher
Total Staff	8
TTYs	2 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0
Number of Logging Recorders	1 – 8 channel –
Number of Instant Playback Recorders	2– integrated into the CTI equipment at each answering position
Call Answering Equipment	CML sentinel - Nortel PBX
Incoming 911 Trunks	2 wireline 4 wireless
7 digit lines	3
Transfer lines	4

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NAVAL STATION JACKSONVILLE PRIMARY PSAP

FCC Registry 8374 Naval Station Mayport 8375	Naval Station Jacksonville Southeast Regional Dispatch Center 6801 Roosevelt BLVD Jacksonville, FL 32215
Number of Answering Positions	12
Type of Answering Positions	Call Taker
Total Staff	40
TTYs	12 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0
Number of Logging Recorders	1 – 96 channel –
Number of Instant Playback Recorders	12– integrated into the CTI equipment at each answering position
Call Answering Equipment	ATT Emergency Call Management System (ECMS) - Microdata x T911 Workstations
Incoming 911 Trunks	N/A – Calls are delivered via PRI to the LEC PSTN Selective Router, then passed to regional aggregation points and converted to IP.
Incoming 911 Wireless Trunks	tbd
7 digit lines	10
Transfer lines	4

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BLOUNT ISLAND USMC JACKSONVILLE DOD PSAP

FCC Registry -- tbd -	5880 Channel View BV Jacksonville, FL 32226
Number of Answering Positions	2
Type of Answering Positions	Call Taker 3 rd Tier Ring-down PSAP
Total Staff	32
TTYs	0
Text Messaging (SMS)	0
Number of Logging Recorders	1
Number of Instant Playback Recorders	1
Call Answering Equipment	No 911 CPE at this location Avaya PBX
Incoming 911 Trunks	0
7 digit lines	3
Transfer lines	1

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FLORIDA AIR NATIONAL GUARD JACKSONVILLE DOD PSAP

FCC Registry - tbd	14300 Fang Road Jacksonville, FL 32218 Communications Core Bldg. 1050 - #118
Number of Answering Positions	2
Type of Answering Positions	Call Taker
Total Staff	8
TTYs	2 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	0
Number of Logging Recorders	1 – EXACOM
Number of Instant Playback Recorders	2– integrated into the CTI equipment at each answering position
Call Answering Equipment	AVAYA
Incoming 911 Trunks	2
Incoming Wireless Transfer lines	2
7 digit lines	2
Transfer lines	4

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CECIL FIELD BACKUP, PRIMARY PSAP

FCC Registry - TBD	911 Patricia Welte Center 5847 Aviation Ave Jacksonville FL 32221
Number of Answering Positions	39
Type of Answering Positions	Call taker
Total Staff	variable
TTYs	39 – integrated into the CTI equipment at each answering position
Text Messaging (SMS)	38 integrated into the Solacom positions.
Number of Logging Recorders	2 – 48 channel – EXACOM
Number of Instant Playback Recorders	38 – integrated into the CTI equipment at each answering position
Call Answering Equipment	Solacom Guardian - Hosted System 1000
Incoming 911 Trunks	15 wireline
Incoming Wireless 911 Trunks	14
7 digit lines	10
Transfer lines	6

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TABLE 9.16-2

DUVAL COUNTY CALL HANDLING

JACKSONVILLE SHERIFF'S DEPARTMENT, Primary PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Sheriff's Dept.	Direct Dispatch	Radio/MDT
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
Backup PSAP	Varies	
University of North Florida Police	Transfer	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Naval Air Station	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer	Telephone – 1 button
USMC Blount Island	Transfer/Relay	Telephone – 1 button
FL Air National Guard	Transfer/Relay	Telephone – 1 button
Jacksonville Port Authority (Blount Island)	Relay	Telephone – 1 Button
Jacksonville Electric Authority JEA	Relay	Telephone – 1 button
Federal Bureau of Investigation	Relay	Telephone
Florida Poison Information Center	Transfer	Telephone – 1 button
CSX Railway Police	Relay	Telephone – 1 button
Language Translator Service Language Line	Conference	Telephone – 1 button
Language Translator Service - Voiance	Conference	Telephone – 1 button

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JACKSONVILLE FIRE/RESCUE Secondary PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Fire Division	Direct Dispatch	Radio/MDT
Jacksonville Rescue Division	Direct Dispatch	Radio /MDT
Atlantic Beach Fire Dept	Direct Dispatch	Radio/MDT
Jacksonville Sheriff's Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Fire	Direct Dispatch	Radio/MDT
Jacksonville Beach Fire Dept.	Direct Dispatch	Radio/MDT
Coast Guard	Relay	Telephone
Florida Poison Information Center	Transfer	Telephone – 1 button
Bio-Environmental Services	Relay	Telephone
Florida Highway Patrol	Transfer	Telephone – 1 button
Division of Forestry	Relay	Telephone
Jacksonville Naval Air Station	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer	Telephone – 1 button
USMC, Blount Island Command	Transfer	Telephone – 1 button
FL Air National Guard	Transfer/Relay	Telephone – 1button
Automated Skyway Express	Relay	Telephone – 1 button
University of North Florida PD	Transfer/Relay	Telephone – 1 button
Language Transfer Service Language Line	Conference	Telephone – 1 button
Language Translator Service Voiance	Conference	Telephone – 1 button

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ATLANTIC BEACH POLICE & FIRE, Primary PSAP

AGENCY	METHOD	VEHICLE
Atlantic Beach Police Dept.	Direct Dispatch	Radio
Neptune Beach Police/Fire	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire	Transfer/Relay	Telephone 1 button
Jacksonville Fire/Rescue	Transfer/Relay	Telephone –1 button
Jacksonville Sheriff's Dept.	Transfer/Relay	Telephone – 1 button
Florida Poison Information Center	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer/Relay	Telephone – 1 button
Highway Patrol	Relay	Telephone
FL Marine Patrol	Relay	Telephone
Coast Guard	Transfer	Telephone
Language Translator Service Voiance	Conference	Telephone 1 - button
Language Translator Service Language Line	Conference	Telephone – 1 button

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NEPTUNE BEACH POLICE DEPARTMENT, Primary PSAP

AGENCY	METHOD	VEHICLE
Neptune Beach Police	Direct Dispatch	Radio
Jacksonville Fire/Rescue	Transfer	Telephone – 1 button
Atlantic Beach Police/Fire	Transfer	Telephone – 1 button
Jacksonville Beach Police/Fire	Transfer	Telephone – 1 button
Jacksonville Sheriff's Office	Transfer	Telephone – 1 button
Florida Poison Information Center	Transfer	Telephone – 1 button
Lifeguard Station	Relay	Radio
Florida Highway Patrol	Relay	Telephone
Coast Guard	Relay	Telephone
FL Marine Patrol	Relay	Telephone
Language Translator Service Language Line	Conference	Telephone – 1 button
Language Translator Service Voiance	Conference	Telephone – 1 button

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JACKSONVILLE BEACH POLICE DEPARTMENT, Primary PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Beach Police	Direct Dispatch	Radio
Jacksonville Fire/Rescue	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire	Transfer	Telephone – 1 button
Jacksonville Sheriff's Office	Transfer/Relay	Telephone – 1 button
Florida Poison Information Center	Transfer	Telephone – 1 button
Lifeguard Station	Relay	Radio
Florida Highway Patrol	Relay	Telephone
Coast Guard	Relay	Telephone
FL Marine Patrol	Relay	Telephone
Language Translator Service	Conference	Telephone – 1 button
Language Translator Service	Conference	Telephone – 1 button

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JACKSONVILLE -- BACKUP COMMUNICATION CENTER PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Sheriff's Dept.	Direct Dispatch	Radio/MDT
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
University of North Florida Police	Transfer	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Naval Air Station	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer	Telephone – 1 button
USMC Blount Island	Transfer	Telephone – 1 button
FL Air National Guard	Transfer	Telephone – 1 button
Jacksonville Port Authority Blount Island	Relay	Telephone 1 - Button
Federal Bureau of Investigation	Relay	Telephone
Jacksonville Port Authority (Blount Island)	Relay	Telephone
Jacksonville Electric Authority JEA	Relay	Telephone 1 Button
Language Translator Service Language Line	Conference	Telephone 1 - Button
Language Translator Service Voiance	Conference	Telephone 1 - Button

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CECIL FIELD – BACKUP COMMUNICATIONS CENTER PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Sheriff's Dept.	Direct Dispatch	Radio/MDT
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
University of North Florida Police	Transfer	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Naval Air Station	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer	Telephone – 1 button
USMC Blount Island	Transfer	Telephone – 1 button
FL Air National Guard	Transfer	Telephone – 1 button
Jacksonville Port Authority Blount Island	Relay	Telephone 1 - Button
Federal Bureau of Investigation	Relay	Telephone
Jacksonville Port Authority (Blount Island)	Relay	Telephone
Jacksonville Electric Authority JEA	Relay	Telephone 1 Button
Language Translator Service Language Line	Conference	Telephone 1 - Button
Language Translator Service Voiance	Conference	Telephone 1 - Button

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UNIVERSITY of NORTH FLORIDA PSAP

AGENCY	METHOD	VEHICLE
University of North Florida Police	Direct Dispatch	Telephone – 1 button
Jacksonville Sheriff's Dept.	Direct Dispatch	Radio/MDT
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Naval Air Station	Transfer	Telephone – 1 button
Mayport Naval Station	Transfer	Telephone – 1 button
Jacksonville Electric Authority JEA	Relay	Telephone – 1 button
Federal Bureau of Investigation	Relay	Telephone
CSX Railway Police	Relay	Telephone
Florida Poison Information Center	Transfer	Telephone – 1 button
Language Translator Service	Conference	Telephone 1 Buttpoon
Language Translator Service	Conference	Telephone – 1 button

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NAVAL STATION JACKSONVILLE DOD PSAP

AGENCY	METHOD	VEHICLE
Jacksonville Naval Air Station	Direct Dispatch	Radio - MDT
Mayport Naval Station	Direct Dispatch/Transfer	Radio/MDT
Jacksonville Sheriff's Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
University of North Florida Police	Transfer	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Electric Authority JEA	Relay	Telephone – 1 button
Federal Bureau of Investigation	Relay	Telephone
CSX Railway Police	Relay	Telephone
Florida Poison Information Center	Transfer	Telephone – 1 button
Language Translator Service	Conference	Telephone – 1 button

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BLOUNT ISLAND - DOD PSAP

AGENCY	METHOD	VEHICLE
USMC Security	Direct dispatch	Radio MDT
Jacksonville Port Authority (Blount Island)	Relay	Telephone – 1 button
Jacksonville Sheriff's Dept.	Relay/Transfer	Telephone – 1 button
Jacksonville Fire/Rescue Dept.	Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
University of North Florida Police	Transfer	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Federal Bureau of Investigation	Relay	Telephone

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FL AIR NATIONAL GUARD DOD PSAP

AGENCY	METHOD	VEHICLE
FL Air National Guard Jacksonville	Direct Dispatch	Telephone – 1 button
Jacksonville Sheriff's Dept.	Direct Dispatch	Radio/MDT
Jacksonville Fire/Rescue Dept.	Direct Dispatch/ Transfer/Relay	Telephone – 1 button
Atlantic Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Neptune Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Jacksonville Beach Police/Fire Dept.	Transfer/Relay	Telephone – 1 button
Florida Highway Patrol	Transfer/Relay	Telephone – 1 button
Jacksonville International Airport	Transfer/Relay	Telephone – 1 button
Federal Aviation Authority	Relay	Telephone
Division of Forestry	Relay	Telephone
Coast Guard	Relay	Telephone
Marine Patrol	Relay	Telephone
Jacksonville Port Authority (Blount Island)	Relay	Telephone – 1 button
Florida Poison Information Center	Transfer	Telephone – 1 button
Language Translator Service	Conference	Telephone – 1 button

