

9.9 CITRUS COUNTY

9.9.1 SYSTEM SUMMARY

Citrus County's E911 system consists of one primary and one backup Public Safety Answering Points (PSAPs). These PSAPs direct dispatch calls to all law, fire, and Emergency Medical Service (EMS) agencies within the county.

Century Link provides the selective routing 911 call delivery system within the county and provides the connectivity to transfer calls to the adjoining county PSAPs.

Adjoining counties include Levy County, Marion County, Sumter County, and Hernando County. The 911 public safety telecommunicators transfer 911 callers to these counties through the E911 system using one button connectivity transfers to the adjoining county PSAPs.

A summary of the county E911 system design is as follows:

9.9.1.1 CITRUS COUNTY SHERIFF'S OFFICE PRIMARY PSAP

The primary PSAP dispatches for all law enforcement, fire, and EMS calls in the county including the Citrus County Sheriff's Office, Citrus County Fire Rescue, Crystal River Fire Department, and Inverness Fire Department.

9.9.1.2 CITRUS COUNTY SHERIFFS OFFICE BACKUP PSAP

The backup PSAP is activated only upon evacuation or E911 system failures and/or training exercises.

9.9.2 SYSTEM MANAGEMENT

The Citrus County E911 system is operated by the Citrus County Sheriff's Office and is under the management of the Sheriff's Office 911 Coordinator. The responsible fiscal agent is the Board of County Commissioners and the funds are managed by the Clerk's Office.

The primary PSAP is under the management of the Citrus County Sheriff's Office, including the 911 public safety telecommunicator employees.

The county 911 system is maintained in operable working condition through a written contract with Century Link based on a guarantee of performance. Emergency repairs provisions are also included in the service contract.

9.9.3 MUTUAL AID AGREEMENTS

Citrus County has various agreements relating to the Sheriff's Office operation of the primary PSAP operations. These include agreements with law enforcement, fire departments and rescue units, and the surrounding counties. The agreements define the call handling method and routing of each type of 911 call received.

Cell tower overlaps from Levy, Marion, Sumter, or Hernando County into Citrus County require call transfers from the primary PSAP to the Levy, Marion, Sumter, or Hernando County Sheriff's Offices.

TABLE 9.9-1 CITRUS COUNTY E911 PRIMARY SYSTEM DEFINITION**Citrus County Sheriff's Office Primary PSAP**

Location	3549 Saunders Way, Lecanto, FL 34461
Total Number of Answering Positions	20
Type of Answering Positions	911 Public Safety Telecommunicator
Total number of certified 911 Public Safety Telecommunicators	50
Call Answering Equipment	Intrado Power 911 v 6.4
Voice Recording Function	Primary – Verint v 15.2 Backup – NICE Inform v 9.1
Instant Playback Recording Function	Integrated into each E911 call answering position
Incoming 911 Trunks or Circuits	15
Transfer Lines	7
TTY	20, Integrated into each E911 call answering position
Text-to-911 call processing method and status	Integrated into each E911 call answering position, In-progress

Citrus County Backup PSAP

Location	1 Dr Martin Luther King Jr Ave, Inverness, FL 34450
Total Number of Answering Positions (number of all positions that are capable of answering 911 calls)	8
Type of Answering Positions	911 Public Safety Telecommunicator
Total number of certified 911 Public Safety Telecommunicator	50
Call Answering Equipment	Intrado Power 911 v 5.5
Voice Recording Function	NICE Inform v 9.0
Instant Playback Recording Function	Integrated into each E911 call answering position
Incoming 911 Trunks or Circuits	6
Transfer Lines (for secondary PSAP or adjacent county transfers)	7
TTY (number and type)	6, Integrated into each E911 call answering position

Text-to-911 call processing method and status	Integrated into each E911 call answering position, In-progress
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TABLE 9.9-2 CITRUS COUNTY CALL HANDLING

Citrus County Sheriff's Office Primary PSAP

AGENCY	METHOD	VEHICLE
Citrus County Sheriff's Office	Direct Dispatch	Radio/Mobile Terminals
Citrus County Fire Rescue	Direct Dispatch (10 Stations)	Radio/Mobile Terminals
Crystal River Fire Department	Direct Dispatch (1 Station)	Radio/Mobile Terminals
Inverness Fire Department	Direct Dispatch (1 Station)	Radio/Mobile Terminals
Florida Highway Patrol	Call Relay	Telephone
Poison Control	Call Relay	Telephone
AT&T Language Line	Call Relay	Telephone
211	Call Relay	Telephone

TABLE 9.9-3 CITRUS COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Citrus County	Levy County	If a call is received in Citrus County when the incident is in Levy County, the Citrus telecommunicator transfers the call using a one-touch direct transfer.
Citrus County	Marion County	If a call is received in Citrus County when the incident is in Marion County, the Citrus telecommunicator transfers the call using a one-touch direct transfer.
Citrus County	Sumter County	If a call is received in Citrus County when the incident is in Sumter County, the Citrus telecommunicator transfers the call using a one-touch direct transfer.
Citrus County	Hernando County	If a call is received in Citrus County when the incident is in Hernando County, the Citrus telecommunicator transfers the call using a one-touch direct transfer.