

Flagler County is situated on the Northeast / Central Florida Coastline and consists of over 570 sq miles with an estimated population between 115,000 – 120,000. Flagler County operates its 911 system as a partnership between the Flagler County Board of County Commissioners and the Flagler County Sheriff's Office serving the unincorporated areas and its 5 municipalities. The 911 Communications Center has been accredited through the Florida Telecommunications Accreditation Commission (FLA-TAC) since 2016.

9.17.1 SYSTEM SUMMARY

Flagler County has a type 4 Enhanced (E)911 system consisting of one (1) Primary Public Safety Answering Point (PSAP) located in the Emergency Operations Center and dispatches for six (6) agencies within Flagler County.

- City of Bunnell Police Department
- City of Flagler Beach Fire Department
- City of Flagler Beach Police Department
- City of Palm Coast Fire Department
- Flagler County Fire Rescue
- Flagler County Sheriff's Office

The backup PSAP is in the Flagler County Jail Administration building. The backup consists of six (6) answering positions and uses SolaCom Guardian.

The call-taking solution deployed for primary and backup PSAP is the SolaCom Guardian platform operating in a geo-diverse, hosted environments with redundant IP networks for connectivity. Streamlined for call handling and managing the call process. Eventide is used for voice recording functions and Eventide Integrated to playback the recording functions.

The agency utilizes INdigital, a redundant, private, and secure IP Network. INdigital provides Automatic Number Identification (ANI), Automatic Location Identification (ALI) and offers emergency voice and text routing. INdigital provides 911 call delivery services within the county and provides the connectivity to transfer calls to the adjoining county PSAPs.

In the event 911 calls are not routed to the primary or secondary PSAP, Message EVOLution (MEVO) is an IP based system used to support dispatch. MEVO will implement alternate routes for emergency service calls. MEVO phones display formatted ALI information on screen and has the option to push messages to CAD and integrates with language translation services.

9.17.2 SYSTEM MANAGEMENT

The Flagler County E911 system is operated as a partnership between Flagler County Board of County Commission (BoCC) and Flagler County Sheriff's Office (FCSO). The BoCC provides for the 911 Coordinator, grant management, fiscal and technical operations of the E911 System; while FCSO provides the Call Taker / Dispatch personnel, overseen by their Director of Communications.

The County 911 Coordinator is responsible for ensuring all equipment is kept up to date and in working conditions. When necessary, the FCSO Director of Communications would report any issues to the 911 Coordinator who would then notify the appropriate vendor.

9.17.3 MUTUAL AID AGREEMENTS

Flagler County Sheriff's Office (FCSO) has a non-expiring inter-agency agreement to provide communications (dispatch) services to the six agencies below.

- City of Bunnell Police Department
- City of Flagler Beach Fire Department
- City of Flagler Beach Police Department
- City of Palm Coast Fire Department
- Flagler County Fire Rescue
- Flagler County Sheriff's Office

In the event Flagler County routing system is no longer operational, the Communications Supervisor or its contractor (AK Associates) will contact InDigital and have calls transferred to Putnam County or St. Johns County.

Flagler County E911 system utilizes selective routing which eliminates central office overlaps with adjoining counties. Therefore, there is no specific requirement for an interlocal agreement.

TABLE 9.17-1 FLAGLER COUNTY E911 PRIMARY SYSTEM DEFINITION

Flagler County Sheriff's Office Primary PSAP

Location	Emergency Operations Center 1769 East Moody Blvd. Bldg 3 Bunnell FL 32110
Total Number of Answering Positions	12
Type of Answering Positions	Public Safety Telecommunicator (PST)
Total number of certified 911 Public Safety Telecommunicators	22
Call Answering Equipment	SolaCom Guardian
Voice Recording Function	Eventide
Instant Playback Recording Function	Integrated into each answering position
Incoming 911 Trunks or Circuits	ESInet -IP based
Transfer Lines	10
TTY	12 Type: SolaCom Guardian
Text-to-911 call processing method and status	12 – Integrated

Flagler County Backup PSAP

Location	Flagler County Jail Administration 1001 Justice Ln, Bunnell, FL 32110
Total Number of Answering Positions	6
Type of Answering Positions	Public Safety Telecommunicator (PST)
Total number of certified 911 Public Safety Telecommunicator	22
Call Answering Equipment	SolaCom Guardian
Voice Recording Function	Eventide
Instant Playback Recording Function	Eventide integrated
Incoming 911 Trunks or Circuits	Esinet – IP Based
Transfer Lines	10
TTY	6 Type: SolaCom Guardian
Text-to-911 call processing method and status	6 - Integrated

TABLE 9.17-2 FLAGLER COUNTY CALL HANDLING

Flagler County PSAP

AGENCY	METHOD	VEHICLE
Flagler County Sheriff's Department	Direct Dispatch	Radio
Bunnell Police Department	Direct Dispatch	Radio
Flagler Beach Police Department	Direct Dispatch	Radio
Flagler County Fire Rescue	Direct Dispatch	Radio
Palm Coast Fire Department	Direct Dispatch	Radio
Flagler Beach Fire Department	Direct Dispatch	Radio
Flagler County Emergency Management	Direct Dispatch	Telephone and Radio
Division of Forestry	Call Transfer	Telephone and Radio
Florida Highway Patrol	Call Transfer	Telephone and Radio