

9.8 CHARLOTTE COUNTY

9.8.1 SYSTEM SUMMARY

Charlotte County's E911 system consists of two Primary PSAPs and one secondary back-up PSAP that is utilized by the Charlotte County Sheriff's Office and Punta Gorda Police Department PSAPs. The back-up site is a fully functional hot active center, which allows for quick transition and utilization of the back-up in an emergency.

The Charlotte County E911 System is considered to be in a NG911 transitional state as it utilizes both legacy and NG911 components in 911-call delivery.

Charlotte County began accepting text-to-911 SMS (short message service) on January 10, 2018. Text is accepted at all positions within both PSAPs via integrated text capabilities within the Vesta 911 telephone system.

9.8.1.1 SHERIFF'S OFFICE COMMUNICATIONS CENTER PRIMARY PSAP

The County Communications Center Primary PSAP is located at the Charlotte County Sheriff's Office Headquarters in Punta Gorda. This PSAP direct dispatches law enforcement, Fire and EMS calls throughout the unincorporated area. It serves as an alternate for the Punta Gorda Primary PSAP.

9.8.1.2 PUNTA GORDA COMMUNICATIONS CENTER PRIMARY PSAP

The Punta Gorda Police Department Primary PSAP is located at the Punta Gorda Police Department. This PSAP direct dispatches all law enforcement and fire service calls throughout the incorporated area of the City of Punta Gorda. EMS calls are transferred to Charlotte County Sheriff's Office for EMS dispatch. This PSAP serves as an alternate for the County Sheriff's Department Communications Center Primary PSAP.

9.8.1.3 SHERIFF'S OFFICE COMMUNICATIONS CENTER SECONDARY PSAP

The County Communications Center Secondary PSAP is located at the Public Safety Administration Building in Punta Gorda. This PSAP serves as a primary PSAP for both Charlotte County Sheriff's Office Communications and the Punta Gorda Police Department when hazardous conditions occur or the primary PSAPs become inoperative. The operations for the respective agencies remains the same.

9.8.2 SYSTEM MANAGEMENT

The Charlotte County 911 System is the responsibility of the Charlotte County Sheriff's Office and is managed by the Charlotte County Sheriff's Office E911 Coordinator. The county 911-system infrastructure provides 911 services for both the City of Punta Gorda and Charlotte County.

9.8.3 INTERLOCAL AGREEMENTS

Charlotte County Sheriff's Office and Lee County Sheriff's Office have an inter-local agreement in place in the event of 911 system failures on behalf of Charlotte County.

TABLE 9.8-1**CHARLOTTE COUNTY E911 SYSTEM DEFINITION****Charlotte County Sheriff's Office Communications Center Primary PSAP**

Location	Charlotte County. Sheriff's Office, 7474 Utilities Rd., Punta Gorda
Number of Answering Positions	14
Number of Logging Recorders	1 – analog VPI
Type of Answering System	Vesta 911
Total Staff	39
TDD	14 – integrated into Vesta 911
Number of Instant Playback Recorders	14
Call Answering Equipment	Vesta 911
Incoming 911 Trunks	15 (6 landline, 6 cell, 3 voip) plus integrated text to 911
Transfer Lines	8 (administrative lines)

Punta Gorda Police Department Primary PSAP

Location	Punta Gorda Police Department., 1410 South Tamiami Trail, Punta Gorda
Number of Answering Positions	3
Type of Answering Position	Vesta 911
Total Staff	10
TDD	3 – integrated into Vesta 911
Number of Logging Recorders	1 – analog VPI
Number of Instant Playback Recorders	3
Call Answering Equipment	Vesta 911
Incoming 911 Trunks	9 (3 landline, 3 cell, 2 voip) plus integrated text to 911
Transfer Lines	4 (administrative lines)

Charlotte County Communications (back-up) Facility

Location	Public Safety Administration Building, 26601 Airport Rd; Punta Gorda.
Number of Answering Positions	15 (3) Vesta 911 Command Post – (12) Vesta 911 Consoles
Number of Logging Recorders	1 – analog VPI
Type of Answering System	Vesta 911
Total Staff	49 (City & County combined)
TDD	15
Number of Instant Playback Recorders	15
Call Answering Equipment	Vesta 911
Incoming 911 Trunks	Same as primaries
Transfer Lines	Same as primaries plus additional administrative lines in the event the primaries administrative lines are lost. 10 – Charlotte County Sheriff's Office 3 – Punta Gorda Police Department

TABLE 9.8-2**CHARLOTTE COUNTY 911 CALL HANDLING**

AGENCY	METHOD	VEHICLE
---------------	---------------	----------------

Charlotte County Sheriff's Office Communications Center Primary PSAP

Charlotte County Sheriff's Office	Direct Dispatch	Radio
Charlotte County EMS	Direct Dispatch	Radio
Charlotte County Fire Service	Direct Dispatch	Radio
Boca Grande Fire Service (Lee Control)	Transfer or Relay	Phone
Punta Gorda Fire Service	Transfer or Relay	Phone
Punta Gorda Police Dept.	Transfer or Relay	Phone
Florida Highway Patrol	Transfer or Relay	Phone
Florida Marine Patrol	Transfer or Relay	Phone
Florida Fish & Game Commission	Transfer or Relay	Phone
Florida Division of Forestry	Transfer or Relay	Phone
Englewood Fire Service (Sarasota County Public Safety Dispatch)	Transfer or Relay	Phone
U.S. Coast Guard/Aux.	Transfer or Relay	Phone
Poison Control	Transfer or Relay	Phone
Surrounding Counties	Transfer or Relay	Phone

Punta Gorda Police Department Communications Center Primary PSAP

Punta Gorda Police Dept.	Direct Dispatch	Radio
Punta Gorda Fire Service	Direct Dispatch	Radio
Florida Highway Patrol	Transfer or Relay	Phone
Florida Marine Patrol	Transfer or Relay	Phone
Florida Fish & Game Commission	Transfer or Relay	Phone
Florida Division of Forestry	Transfer or Relay	Phone
Charlotte County EMS (Charlotte County Sheriff's Office)	Transfer	Phone
U.S. Coast Guard/Aux.	Transfer or Relay	Phone
Poison Control	Transfer or Relay	Phone

Charlotte County Communications (back-up) PSAP

Same as primary	Same as primary	Same as primary
-----------------	-----------------	-----------------