

9.0 MANATEE COUNTY

9.0.1 SYSTEM SUMMARY

Manatee County has a fully enhanced 911 system provided by the regulated service provider consisting of (2) Primary PSAPs representing the unincorporated area of Manatee County and the City of Bradenton. In addition, there are (3) Secondary PSAPs located in Manatee County representing the City of Palmetto, The City of Holmes Beach and Manatee County Sheriff's Office.

9.0.1.1 MANATEE COUNTY EMERGENCY COMMUNICATIONS CENTER PRIMARY PSAP

Manatee County Emergency Communications Center (ECC) receives all landline calls within Manatee County excluding the City of Bradenton. It also receives all wireless calls and Text to 9-1-1 within Manatee County boundaries. The Manatee County Emergency Communications Center Primary PSAP direct dispatches all EMS calls within Manatee County boundaries. It also dispatches for fire calls within unincorporated area of Manatee County including the jurisdictions of the City of Palmetto, Holmes Beach, Anna Maria and Bradenton Beach.

9.0.1.2 THE CITY OF BRADENTON PRIMARY AND SECONDARY PSAP

The City of Bradenton is a Primary and Secondary PSAP operated by the City of Bradenton. This PSAP receives all landline calls within their City boundary and direct dispatches for city law enforcement calls and fire calls. All medical calls are transferred to Manatee County Emergency Communications Center.

9.0.1.3 MANATEE COUNTY SHERIFFS OFFICE SECONDARY PSAP

The Manatee County Sheriff's Office (MSO) is located within the Manatee County Communications Center. MSO receives in progress law enforcement calls transferred from ECC and dispatches for all law enforcement calls within their jurisdiction including the City of Anna Maria and Bradenton Beach.

9.0.1.4 THE CITY OF PALMETTO SECONDARY PSAP

The City of Palmetto receives in progress law enforcement calls transferred from ECC and dispatches for all law enforcement calls within their jurisdiction.

9.0.1.5 THE CITY OF HOLMES BEACH SECONDARY PSAP

The City of Holmes Beach receives in progress law enforcement calls transferred from ECC and dispatches for all law enforcement calls within their jurisdiction.

9.0.2 SYSTEM MANAGEMENT

The Manatee County E911 system is operated by the Manatee County Department of Public Safety and is under the management of the Public Safety Director. The database group is composed of members of each of the cities and county and are employed and under the management within their jurisdiction. The responsible fiscal agent is the Board of County Commissioner.

9.0.1 INTERLOCAL AGREEMENTS

Manatee County has various agreements relating to the operation of both primary PSAPs. 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.

Myakka Fire District and the Town of Longboat Key extend into Sarasota County where an agreement is necessary to define the responsibilities of each county and establish operational procedures.

Table 9.0-3 shows the required interlocal agreement for the Manatee County E911 system.

TABLE 9.0-1 MANATEE COUNTY E911 PRIMARY SYSTEM DEFINITION

Manatee County Emergency Communications Center Primary PSAP

Location	Manatee County Communications Center
Number of Answering Positions	20
Type of Answering Positions	911 Call Taker/Dispatchers
Total Staff	47
Number of Logging Recorders	One geo-diverse redundant system with multiple servers.
Number of Instant Playback Recorders	20 Vesta 911 is equipped with instant play back. In addition, dispatch positions are equipped with a client application that provides instant playback of radio transmissions.
Call Answering Equipment	Airbus VESTA 911
Incoming 911 Trunks	28 = 12 wireline, 16 wireless.
Transfer Lines	Manatee County local ESInet provides a primary fiber connection to our backup center and two secondary PSAP's. We also have Spectrum Metro E as a backup connection to the backup center and all secondary PSAP's.
TDD	20 Integrated into each E911 answering position
TEXT to 9-1-1	20 Text to 9-1-1 positions integrated into the VESTA call handling application. Capability to transfer to PSAPs within Manatee County and Sarasota County. Intrado is the TCC provider.

The City of Bradenton Primary and Secondary PSAP

Location	Bradenton Police Department
Number of Answering Positions	4
Type of Answering Positions	911 Call Taker/Dispatcher
Total Staff	16
Number of Logging Recorders	2
Number of Instant Playback Recorders	4
Airbus VESTA 911	Airbus VESTA 911
Incoming 911 Trunks	4 Wireline
Transfer Lines	2 Alarm lines, 4 Admin lines
TDD	4 Integrated into each E 911 answering position
TEXT to 9-1-1	4 TEXT to 9-1-1 positions integrated into the VESTA call handling application. Receives TEXT to 9-1-1 transfers from the ECC.

Manatee County Sheriff's Office PSAP

Location	Manatee County Communications Center
Number of Answering Positions	6
Type of Answering Positions	911 Call Taker/Dispatcher
Total Staff	45
Number of Logging Recorders	One geo-diverse redundant system with multiple servers.
Number of Instant Playback Recorders	One geo-diverse redundant system with multiple servers.
Call Answering Equipment	Airbus VESTA 911
Incoming 911 Trunks	Shared with ECC
Transfer Lines	Manatee county local ESInet provides a primary fiber connection for VESTA to VESTA transfers.
TDD	6
TEXT to 9-1-1	6 TEXT to 9-1-1 positions integrated into the VESTA call handling application. Receives TEXT to 9-1-1 transfers from the ECC.

City of Palmetto PSAP

Location	Palmetto Police Department
Number of Answering Positions	2
Type of Answering Positions	911 Call Taker/Dispatcher
Total Staff	7
Number of Logging Recorders	One geo-diverse redundant system with multiple servers.
Number of Instant Playback Recorders	2 Integrated into each E 911 answering position
Call Answering Equipment	Airbus VESTA 911
Incoming 911 Trunks	0
Transfer Lines	Manatee county local ESInet provides a primary fiber connection for VESTA to VESTA transfers.
TDD	2
TEXT to 9-1-1	2 TEXT to 9-1-1 positions integrated into the VESTA call handling application. Receives TEXT to 9-1-1 transfers from the ECC.

City of Holmes Beach

Location	Holmes Beach Police Department
Number of Answering Positions	1
Type of Answering Positions	911 Call Taker/Dispatcher
Total Staff	5
Number of Logging Recorders	One geo-diverse redundant system with multiple servers.
Number of Instant Playback Recorders	2 Integrated into each E 911 answering position
Call Answering Equipment	Airbus VESTA 911
Incoming 911 Trunks	0
Transfer Lines	Because this location is considered remote and ESInet services are unavailable, Spectrum Metro E is used as the connection for Vesta to Vesta transfers.
TDD	2
TEXT to 9-1-1	1 TEXT to 9-1-1 position integrated into the VESTA call handling application. Receives TEXT to 9-1-1 transfers from the ECC.

TABLE 9.0-2 MANATEE COUNTY CALL HANDLING

AGENCY	METHOD	VEHICLE
Manatee County Emergency Communications Center Primary PSAP		
Manatee County Emergency Medical Services	Direct Dispatch	Radio/Mobile Data Terminal
Manatee County Sheriff's Office	Transfer if appropriate / relay call information via CAD	Telephone/Computer
City of Anna Maria (MSO)	Transfer if appropriate / relay call information via CAD	Telephone/Computer
Bradenton Beach (MSO)	Transfer if appropriate / relay call information via CAD	Telephone/Computer
City of Bradenton Police Department	Transfer	Telephone
City of Palmetto Police Department	Transfer if appropriate / relay call information via CAD	Telephone/Computer
City of Holmes Beach Police	Transfer if appropriate / relay call information via CAD	Telephone/Computer
City of Bradenton Fire Department	Transfer	Telephone
West Manatee Fire Rescue	Direct Dispatch	Radio/Mobile Data Terminal
Cedar Hammock Fire Rescue	Direct Dispatch	Radio/Mobile Data Terminal
Southern Manatee Fire Rescue	Direct Dispatch	Radio/Mobile Data Terminal
Trailer Estates Fire Department	Direct Dispatch	Radio
East Manatee Fire Rescue	Direct Dispatch	Radio/Mobile Data Terminal
Myakka City Fire Rescue	Direct Dispatch	Radio/Mobile Data Terminal
North River Fire District	Direct Dispatch	Radio/Mobile Data Terminal
Parrish Fire District	Direct Dispatch	Radio/Mobile Data Terminal
Duette Fire Rescue	Direct Dispatch	Radio
Florida Highway Patrol	Transfer	Telephone
Emergency management	Transfer/Dispatch	Telephone/Radio
Florida Poison Control	Transfer	Telephone

City of Bradenton Primary and Secondary PSAP

Bradenton Police Department	Direct Dispatch	Radio/Mobile Data Terminal
Bradenton Fire Department	Direct Dispatch	Radio/Mobile Data Terminal
Manatee County Emergency Medical Services	Transfer	Telephone
Florida Highway Patrol	Transfer	Telephone

Manatee County Sheriff's Department Secondary PSAP

Manatee County Sheriff's Department	Direct Dispatch	Radio/Mobile Data Terminal
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City of Palmetto Secondary PSAP

Palmetto Police Department	Direct Dispatch	Radio/Mobile Data Terminal
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TABLE 9.0-3 MANATEE COUNTY INTERLOCAL AGREEMENTS

FIRST PARTY	SECOND PARTY	SUBJECT
Manatee County	Sarasota County	An interlocal agreement needed to define the call handling method and routing of each type of call received from Manatee County citizens at the Sarasota County 911 PSAP located in the Town of Longboat Key.