

9.49 OSCEOLA COUNTY

9.49.1 SYSTEM SUMMARY

Osceola County's 911 system consisting of 3 Primary and 1 Secondary Public Safety Answering Points (PSAPs). These PSAPs direct dispatch calls for three Fire / Emergency Medical Service (EMS) and Law Enforcement agencies.

Century Link provides the selective routing 911 call delivery system, redundant routing delivery within the county and provides the connectivity to transfer calls within the county's PSAPs.

Adjoining counties include Polk, Lake, Orange, Brevard, Indian River and Okeechobee. The Osceola County Public Safety Telecommunicators are able to transfer via one button transfer to Lake, and via fixed transfer to the other five counties.

Selective Routing is used to route calls. The system includes Automatic Number Identification (ANI) and Automatic Location Identification (ALI). All PSAPs have fixed transfer, speed dialing, and 7-digit manual transfer capability.

9.49.1.1 OSCEOLA COUNTY SHERIFF'S DEPARTMENT PRIMARY PSAP

The Osceola County Sheriff's Office has a Primary PSAP located at the Osceola County Sheriff's Department Communications Center. All law enforcement calls, within unincorporated Osceola County, are handled by this PSAP via direct dispatch. Calls requiring fire or medical service are transferred or relayed via the dispatch console to the Secondary PSAP, Osceola County Fire Rescue, which is located within the same complex.

9.49.1.2 OSCEOLA COUNTY FIRE RESCUE SECONDARY PSAP

The Osceola County Fire Rescue has a Secondary PSAP is located at the Osceola County Sheriff's Department Communications Center. All fire service and EMS calls, within unincorporated Osceola County, are handled by this PSAP via direct dispatch. Calls requiring law enforcement are transferred or relayed via the dispatch console to the Primary PSAP, Osceola County Sheriff's Office, which is located within the same complex

9.49.1.3 KISSIMMEE POLICE DEPARTMENT PRIMARY PSAP

The City of Kissimmee has a Primary PSAP located at the Kissimmee Police Department's Central Communications Center. All law enforcement, fire service and EMS calls, within the city limits, are handled by this PSAP via direct dispatch. Text to 911 messages are received at all seats concurrently with 911 voice calls within this PSAP through a West/Intrado Viper Integration.

9.49.1.4 ST. CLOUD POLICE DEPARTMENT PRIMARY PSAP

The City of St. Cloud has a Primary PSAP located at the St. Cloud Police Department. All law enforcement, fire service and EMS calls, within the city limits, are handled by this PSAP, via direct dispatch. Text to 911 messages are received at all seats concurrently with 911 voice calls within this PSAP through a West/Intrado Viper Integration.

9.49.2 SYSTEM MANAGEMENT

Each PSAP is under the management of a PSAP manager designated by the agency. The entire Osceola County system is administered and monitored by a 911 Coordinator. The Coordinator is responsible for standardization of policies and standards and for uniform system management.

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

9.49.3 MUTUAL AID AGREEMENTS

The Osceola County E 911 system includes selective routing thereby eliminating central office overlaps with adjoining counties. Therefore, no specific interlocal agreement is required. Osceola County has interlocal agreements with all Municipalities.

TABLE 9.49-1**OSCEOLA COUNTY 911 SYSTEM DEFINITION****Osceola County Sheriff's Department Primary PSAP**

Location	Osceola Co. Sheriff's Office
Number of Answering Positions	19
Type of Answering Position	911 Public Safety Telecommunicator
Total Certified 911 PST	44
Call Answering Equipment	Intrado/Viper Power 911
Voice Recording Function	Stancil
Instant Playback Recording Function	19 (Integrated into each CAD computer at each 911 call answering position.)
Incoming 911 Trunks or Circuits	11
Transfer Lines (Secondary PSAP or Adjacent County Transfers)	11 (We can transfer on all lines)
TTY (Number and Type)	19 (Integrated into 911 call answering position.)
Text to 911 (Call Process Method and Status)	IP integrated into each 911 answering position.

Osceola County Fire Department Secondary PSAP

Location	Osceola Co. Sheriff's Office
Number of Answering Positions	7
Type of Answering Position	911 Public Safety Telecommunicator
Total Certified 911 PST	20
Call Answering Equipment	Intrado/Viper Power 911
Voice Recording Function	Stancil
Instant Playback Recording Function	7 (Integrated into each CAD computer at each 911 call answering position.)
Incoming 911 Trunks or Circuits	5
Transfer Lines (Secondary PSAP or Adjacent County Transfers)	6 (We can transfer on all lines)
TTY (Number and Type)	7 (Integrated into 911 call answering position.)
Text to 911 (Call Process Method and Status)	IP integrated into each 911 answering position.

Kissimmee Police Department Primary PSAP

Location	Kissimmee Police Dept. Communications Center
Number of Answering Positions	10
Type of Answering Position	911 Public Safety Telecommunicator
Total Certified 911 PST	35
Call Answering Equipment	Intrado/Viper Power 911
Voice Recording Function	Stancil
Instant Playback Recording Function	10 (Integrated into each CAD computer at each 911 call answering position.)
Incoming 911 Trunks or Circuits	8
Transfer Lines (Secondary PSAP or Adjacent County Transfers)	8 (We can transfer on all lines)
TTY (Number and Type)	8 integrated into 911 call answering position.
Text to 911 (Call Process Method and Status)	IP Integrated into each 911 answering position.

St. Cloud Police Department Primary PSAP

Location	St. Cloud Police Dept.
Number of Answering Positions	7
Type of Answering Position	911 Public Safety Telecommunicator
Total Certified 911 PST	29
Call Answering Equipment	Intrado/Viper Power 911
Voice Recording Function	Stancil
Instant Playback Recording Function	10 Integrated into each 911 call answering position and into each CAD computer at each 911 call answering position.
Incoming 911 Trunks or Circuits	3
Transfer Lines (Secondary PSAP or Adjacent County Transfers)	3 (we can transfer on all lines)
TTY (Number and Type)	7 integrated into 911 call answering position.
Text to 911 (Call Process Method and Status)	IP Integrated into each 911 answering position.

TABLE 9.49-2**OSCEOLA COUNTY CALL HANDLING**

AGENCY**METHOD****VEHICLE****Osceola County Sheriff's Department Primary PSAP**

Sheriff's Dept.	Direct Dispatch	Radio
Fire/Rescue Dept.	Call Transfer	Telephone
Florida Highway Patrol	Call Transfer	Telephone
Division of Forestry	Call Transfer	Telephone
Cellular Mobile Phone	Call Transfer	Telephone

Osceola County Fire Rescue Secondary PSAP

Fire/Rescue Dept.	Direct Dispatch	Radio
Sheriff's Dept.	Call Transfer	Telephone
Florida Highway Patrol	Call Transfer	Telephone
Division of Forestry	Call Transfer	Telephone
Cellular Mobile Phone	Call Transfer	Telephone

Kissimmee Central Communications Primary PSAP

Kissimmee Police Dept.	Direct Dispatch	Radio
Kissimmee Fire/Rescue	Direct Dispatch	Radio

St. Cloud Police Department Primary PSAP

St. Cloud Police Dept.	Direct Dispatch	Radio
St. Cloud Fire Dept.	Direct Dispatch	Radio

TABLE 9.49-3**OSCEOLA COUNTY INTERLOCAL AGREEMENTS**

FIRST PARTY	SECOND PARTY	SUBJECT
Osceola County Sheriff's Office	N/A	
Osceola County Fire Rescue	N/A	
Kissimmee Police Department	N/A	
Saint Cloud Police Department	N/A	