

9.57 SANTA ROSA COUNTY

9.57.1 SYSTEM SUMMARY

Santa Rosa County's 911 system consisting of one Primary and three Secondary PSAPs as follows:

Santa Rosa County began accepting Text-to-911 SMS (short message service) on February 1, 2016 through the Intrado Text Control Center (TCC). Text-to-9-1-1 messages will be capable to be received at all seats concurrently with 9-1-1 voice calls within all PSAPs through a Intrado Viper integration.

57.1.1 SANTA ROSA CNTY EMERGENCY COMMUNICATIONS CENTER PRIMARY PSAP

Santa Rosa County has a Primary PSAP located at the Emergency Operations Center. All 911 calls originating within Santa Rosa County are received at the Santa Rosa County ECC. Calls that require Fire/Rescue are direct dispatched by the Emergency Communications Center including calls within the City of Milton and the City of Gulf Breeze. Calls requiring law enforcement, including the cities of Milton and Gulf Breeze, are transferred to the appropriate PSAP.

9.57.1.2 MILTON POLICE DEPARTMENT SECONDARY PSAP

Milton has a Secondary PSAP located at the Milton Police Department. Milton receives 911 calls transferred from either the Santa Rosa County ECC or the Santa Rosa County Sheriff's Department. Milton only handles law enforcement calls, which are direct dispatched.

9.57.1.3 GULF BREEZE POLICE DEPARTMENT SECONDARY PSAP

Gulf Breeze has a Secondary PSAP located at the Gulf Breeze Police Department. Gulf Breeze receives 911 calls transferred from either the Santa Rosa County ECC or the Santa Rosa County Sheriff's Department. Gulf Breeze only handles law enforcement calls, which are direct dispatched.

9.57.1.4 SANTA ROSA COUNTY SHERIFF'S DEPARTMENT SECONDARY PSAP

The Sheriff's Department has a Secondary PSAP located at the Santa Rosa County Sheriff's Department. The Sheriff's Department receives 911 calls transferred from the Santa Rosa County ECC, Milton Police Department, or the Gulf Breeze Police Department. Calls that require law enforcement response are direct dispatched.

9.57.2 SYSTEM MANAGEMENT

The Sheriff's Department Dispatch is under the control of the Sheriff and Milton and Gulf Breeze are under the control of the respective Chief of Police. The Emergency Communications Center is under the control of the Director of Emergency Communications.

The entire county system is overseen by the E911 Systems Coordinator and his assistant.

9.57.3 INTERLOCAL AGREEMENTS

There is no specific requirement for an interlocal agreement in Santa Rosa County due to selective routing.

TABLE 9.57-1

SANTA ROSA COUNTY 911 SYSTEM DEFINITION

Santa Rosa County ECC Primary PSAP

Location	Emergency Operations Center, Milton
Number of Answering Positions	6
Total Staff	28
Type of Answering Positions	Call Taker/Dispatcher
TDD	6
Number of Logging Recorders	1 – 16 Channel DVD
Number of Instant Playback Recorders	6
Call Answering Equipment	Positron Power 911 Equipment
Incoming Transfer Lines	6
Text Messaging (SMS)	6

City of Milton Police Department Secondary PSAP

Location	Milton Police Dept., Milton
Number of Answering Positions	2
Total Staff	10
Type of Answering Positions	Call Taker/Dispatcher
TDD	2
Number of Logging Recorders	1 – 16 Channel DVD
Number of Instant Playback Recorders	2
Call Answering Equipment	Positron Power 911
Incoming 911 Trunks	4
Text Messaging (SMS)	2

City of Gulf Breeze Police Department Secondary PSAP

Location	Gulf Breeze Police Dept., Gulf Breeze
Number of Answering Positions	2
Total Staff	8
Type of Answering Positions	Call Taker/Dispatcher
TDD	2
Number of Logging Recorders	1 – 16 Channel DVD
Number of Instant Playback Recorders	2
Call Answering Equipment	Positron power 911
Incoming Transfer Lines	4
Text Messaging (SMS)	2

Santa Rosa County Sheriff's Department Dispatch Secondary PSAP

Location	Santa Rosa County Sheriff's Dept., Milton
Number of Answering Positions	7
Total Staff	20
Type of Answering Positions	Call Taker/Dispatcher
TDD	7
Number of Logging Recorders	1 – 32 Channel DVD
Number of Instant Playback Recorders	7
Call Answering Equipment	Positron Power 911
Incoming 911 Trunks	6
Text Messaging (SMS)	7

TABLE 9.57-2**SANTA ROSA COUNTY CALL HANDLING**

AGENCY	METHOD	VEHICLE
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Santa Rosa County ECC Primary PSAP

8 Volunteer Fire Depts.	Direct Dispatch	Radio/Pager
6 Professional Fire Depts.	Direct Dispatch	Radio/Pager
Emergency Management	Direct Dispatch	Radio/Pager
Lifeguard Ambulance Service	Direct Dispatch	Radio/Pager
ShandsCair	Direct Dispatch	Radio
Milton Police Dept.	Call Transfer	Telephone
Florida Highway Patrol	Call Transfer	Telephone
Florida Wildlife Conservation	Call Transfer	Telephone
U.S. Coast Guard	Call Transfer	Telephone
Sheriff's Dept.	Call Transfer	Telephone
Division of Forestry	Call Transfer	Telephone

City of Milton Police Department Secondary PSAP

Milton Police Dept.	Direct Dispatch	Radio
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City of Gulf Breeze Police Department Secondary PSAP

Gulf Breeze Police Dept.	Direct Dispatch	Radio
Sheriff's Dept.	Call Transfer	Telephone
U.S. Coast Guard	Call Transfer	Telephone
Florida Highway Patrol	Call Transfer	Telephone
Lifeguard Ambulance Service	Call Transfer	Telephone

Santa Rosa County Sheriff's Department Dispatch Secondary PSAP

Sheriff's Dept.	Direct Dispatch	Radio
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