9.8 CHARLOTTE COUNTY 5/6/08

9.8.1 SYSTEM SUMMARY

Charlotte County has a type 4, E911 system consisting of two Primary PSAPs as follows and one backup back-up PSAP:

9.8.1.1 SHERIFF'S OFFICE COMM. 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 Backup PSAP

The County Communication Center Backup PSAP is located at the Public Safety Complex in Punta Gorda. This PSAP direct dispatches law enforcement, Fire and EMS calls throughout the unincorporated area and if necessary the incorporated area of the county. This PSAP serves as a primary PSAP when hazardous conditions occur for either Charlotte County Sheriff’s Office and Punta Gorda Police Department or both if necessary.

9.8.2 SYSTEM MANAGEMENT

The Charlotte County system is managed by the 911 Coordinator for Charlotte County.

TABLE 9.8-1

CHARLOTTE COUNTY E911 SYSTEM DEFINITION

Charlotte County Sheriff's Department Communications Center Primary PSAP

|  |  |
| --- | --- |
| Location | Charlotte Cnty. Sheriff’s Office, 7474 Utilities Rd.,Punta Gorda |
| Number of Answering Positions | 10, 10 Call Takers, 6 Operators |
| Number of Logging Recorders  | 1 – 32 Channel Digital |
| Type of Answering System | Call Taker |
| Total Staff | 36 |
| TDD | 10 |
| Number of Instant Playback Recorders | 10 |
| Call Answering Equipment | 10 – Vesta |
| Incoming 911 Trunks | 14 |
| Transfer Lines | 14 |

Punta Gorda Police Department Primary PSAP

|  |  |
| --- | --- |
| Location | Punta Gorda Police Dept., 1410 South Tamiami Trail, Punta Gorda |
| Number of Answering Positions | 3 |
| Type of Answering Position | Call Taker |
| Total Staff | 8 |
| TDD | 3 |
| Number of Logging Recorders | 1 – 16 Channel Digital |
| Number of Instant Playback Recorders | 3 |
| Call Answering Equipment | Vesta by Plant |
| Incoming 911 Trunks | 6 |
| Transfer Lines | 6 |

**SHERIFF’S OFFICE COMMUNICATIONS CENTER BACKUP PSAP**

|  |  |
| --- | --- |
| Location | Public Safety Complex, 26601 Airport Rd; Punta Gorda.  |
| Number of Answering Positions | 12, 12 Call Takers, 8 Operators |
| Number of Logging Recorders  | 1 – 32 Channel Digital1 – 16 Channel Digital |
| Type of Answering System | Call Taker |
| Total Staff | 42 |
| TDD | 12 |
| Number of Instant Playback Recorders | 12 |
| Call Answering Equipment | 12  |
| Incoming 911 Trunks | 4 |
| Transfer Lines | 4 |

TABLE 9.8-2

CHARLOTTE COUNTY E911 CALL HANDLING

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

Charlotte County Sheriff's Department 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 | Relay | Phone |
| Punta Gorda Fire Service | Relay | Phone |
| Punta Gorda Police Dept. | Relay | Phone |
| North Port Police Dept. | Relay | Phone |
| Florida Highway Patrol | Relay | Phone |
| Florida Marine Patrol | Relay | Phone |
| Florida Fish & Game Commission | Relay | Phone |
| Florida Division of Forestry | Relay | Phone |
| North Port Ambulance Service | Relay | Phone |
| Englewood Fire Service | Relay | Phone |
| U.S. Coast Guard/Aux. | Relay | Phone |
| Poison Control | Relay | Phone |

Punta Gorda Police Department Communications Center Primary PSAP

|  |  |  |
| --- | --- | --- |
| Punta Gorda Police Dept. | Direct Dispatch | Radio |
| Punta Gorda Fire Service | Direct Dispatch | Radio |
| North Port Police Dept. | Relay | Phone |
| Florida Highway Patrol | Relay | Phone |
| Florida Marine Patrol | Relay | Phone |
| Florida Fish & Game Commission | Relay | Phone |
| Florida Division of Forestry | Relay | Phone |
| Charlotte County EMS | Transfer | Phone |
| U.S. Coast Guard/Aux. | Relay | Phone |
| Poison Control | Relay | Phone |

Sheriff’s Office Communications Center Backup PSAP

|  |  |  |
| --- | --- | --- |
| Charlotte County Sheriff’s Office | Direct Dispatch  | Radio |
| Charlotte County EMS | Direct Dispatch | Radio |
| Charlotte County Fire Service | Direct Dispatch | Radio |
| Punta Gorda Police Dept. | Direct Dispatch | Radio |
| Punta Gorda Fire Service | Direct Dispatch | Radio |
| North Port Police Dept. | Relay | Phone |
| Florida Highway Patrol | Relay | Phone |
| Florida Marine Patrol | Relay | Phone |
| Florida Fish & Game Commission | Relay | Phone |
| Florida Division of Forestry | Relay | Phone |
| North Port Ambulance Service | Relay | Phone |
| Englewood Fire Service | Relay | Phone |
| U.S. Coast Guard/Aux. | Relay | Phone |
| Poison Control | Relay | Phone |
|  |  |  |