

COLUMBIANA COUNTY

9-1-1 FINAL PLAN

COLUMBIANA COUNTY, OHIO

2019

COLUMBIANA COUNTY 9-1-1

PURPOSE STATEMENT

GET HELP TO THE SCENE FASTER!

In the fall 2004, the Columbiana County Board of Commissioners adopted a resolution to convene an enhanced 9-1-1 “e9-1-1” planning committee in accordance with the Ohio House bill 491 and the Ohio revised code 4931.40 to 4931.54. The first meeting of the planning committee was October 2004.

Commissioner Gary Williams was elected chairperson, Mayor Swogger was elected vice chairperson, and mayor DeJane was elected secretary. The planning committee appointed members of an E9-1-1 technical advisory committee (TAC) to construct a 9-1-1 final plan in accordance with the same legislation.

Subsequent to their appointments, the e9-1-1 technical advisory committee met on a regular basis to bring together the best overall countywide 9-1-1 system as described in this 9-1-1 final plan. The 9-1-1 final plan includes information for the I implementation of both enhanced wireline 9-1-1 “e9-1-1” and phase I and phase II wireless 9-1-1 “W9-1-1” for Columbiana County. Upon completion, the 9-1-1 final plan was reviewed and approved by the planning committee. The plan was then presented to the governing bodies of all political subdivisions throughout the county for their review and approval. Upon receipt of resolutions supporting the 9-1-1 final plan from the political subdivisions represent over sixty person of the population of the county; the 9-1-1 final plan was adopted. Once adopted, a copy of the 9-1-1 final plan was submitted to the public utilities commission of Ohio (PUCO)

ORIGINAL PLANNING COMMITTEE

Chairman

Gary Williams Commissioner Columbiana County

James Swogger- Mayor City of East Liverpool

Larry DeJane- Mayor City of Salem

COLUMBIANA COUNTY 9-1-1

COMMITTEE REPRESENTATION	COMMITTEE MEMBER
1. BOARD OF COMMISSIONERS	COMMISSIONER TIM WEIGLE CHAIRPERSON
2. COLUMBIANA COUNTY 9-1-1	BRIAN RUTLEDGE 9-1-1 COORDINATOR
3. EAST LIVERPOOL MAYOR OR APPOINTEE	BRIAN ALLEN -MAYOR
4. SALEM MAYOR OR APPOINTEE	CHIEF SCOTT MASON-SALEM FIRE
5. COLUMBIANA COUNTY SHERIFF APPOINTEE	SHERIFF RAY STONE
6. POLICE CHIEFS ASSOCIATION APPOINTEE	CHIEF MIKE ABRAHAM-LISBON PD
7. OHIO STATE HIGHWAY PATROL	LT. LESLIE BRODE
8. FIRE CHIEFS ASSOCIATION	CHIEF WAYNE CHAMBERLAIN WEST POINT FIRE DEPT.
9. COUNTY FIREFIGHTERS ASSOCIATION	DICK WILSON-HANOVER FD CHIEF JEREMIAH COLE- HIGHLANDTOWN FD
10. TELEPHONE COMPANY REPRESENTATIVE	AT&T – RANDY LEWIS FRONTIER- CENTURY LINK-NANCY SERIFINO PEGGY CLARK DIRECTOR EMA/ 9-1-1
11. EMERGENCY MANAGEMENT	ROBERT SWICKARD- ST. CLAIR TWP
12. COUNTY TOWNSHIP TRUSTEES ASSOC.	TOM FARLEY-COLUMBIANA EMS
13. EMERGENCY MEDICAL SERVICES	SHERIFF-CHIEF DEPUTY KIP DOWLING SALEM- CHF. JT PANEZOTT COLUMBIANA- CHF. TIM GLADIS EAST PALESTINE- CHF. JIM BROWN III EAST LIVERPOOL- CHF. JOHN LANE
14. 9-1-1 PRIMARY PSAP APPOINTEES	RUDY SACCHET GARY WILLIAMS- COUNTY RESIDENT WILLIE BRANTINGHAM-LEPC
15. MEMBERS AT LARGE	

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	1980 CENSUS	2000 CENSUS	2010 CENSUS
BUTLER TOWNSHIP	3,228	3,444	3,614
CENTER TOWNSHIP	3,390	3,685	3,525
ELKRUN TOWNSHIP	2,288	4,781	4,654
FAIRFIELD TOWNSHIP	3,894	4,215	4,101
FRANKLIN TOWNSHIP	685	658	700
HANOVER TOWNSHIP	2,798	3,362	3,296
KNOX TOWNSHIP	4,486	4,828	4,434
LIVERPOOL TOWNSHIP	4,921	4,374	4,047
MADISON TOWNSHIP	3,387	3,406	3,196
MIDDLETON TOWNSHIP	3,128	3,475	3,375
PERRY TOWNSHIP	5,017	4,852	4,551
SALEM TOWNSHIP	2,828	3,338	3,170
ST CLAIR TOWNSHIP	8,080	7,961	7,957
UNITY TOWNSHIP	3,600	3,969	3,971
WASHINGTON TOWNSHIP	989	983	953
WAYNE TOWNSHIP	741	785	814
WEST TOWNSHIP	3,015	3,346	3,307
YELLOW CREEK TOWNSHIP	2,458	2,185	2,140
TOTAL TOWNSHIP	58,933	63,647	61,803
NAME			
COLUMBIANA	4,986	5,273	6,384
EAST LIVERPOOL	16,687	13,089	11,195
EAST PALESTINE	5,306	4,917	4,721
HANOVERTON	490	387	408
LEETONIA	2,121	2,043	1,959
LISBON	3,159	2,788	2,821
MINERVA	7	5	1,230
NEW WATERFORD	1,314	1,391	1,238
ROGERS	298	266	237
SALEM	12,869	12,197	12,303
SALINEVILLE	1,629	1,397	1,311
SUMMITVILLE	146	108	135
WASHINGTONVILLE	532	434	453
WELLSVILLE	5,095	4,133	3,541
TOTAL CITIES OR VILLAGES	54,639	48,428	47,881
TOTAL COUNTY POPULATION	113,572	112,075	109,684

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PUBLIC SAFETY ANSWERING POINTS (PSAP) LOCATIONS

COLUMBIANA	COLUMBIANA POLICE DEPARTMENT 28 SOUTH VINE STREET COLUMBIANA, OH 44408 330-482-9292 CHIEF TIM GLADIS
EAST LIVERPOOL	EAST LIVERPOOL POLICE DEPARTMENT 126 WEST SIXTH STREET EAST LIVERPOOL, OH 43920 330-385-3229 CHIEF JOHN LANE
EAST PALESTINE	EAST PALESTINE POLICE DEPARTMENT 75 EAST MAIN STREET EAST PALESTINE, OH 44413 330-426-4343 CHIEF JIM BROWN III
SALEM	SALEM POLICE DEPARTMENT 231 SOUTH BROADWAY SALEM, OH 44460 330-337-7811 CHIEF JT PANEZOTT
SHERIFF	COLUMBIANA COUNTY SHERIFF 8473 COUNTY HOME ROAD LISBON, OH 44432 330-424-7255 SHERIFF RAY STONE

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PUBLIC SAFETY ANSWERING POINTS (PSAP) DESCRIPTION

This plan must provide all county residents and businesses 9-1-1 emergency services seven (7) days a week, twenty-four (24) hours per day, and three hundred sixty-five days per year.

The foundation of the 9-1-1 plan was agreeing to the number and locations of the primary PSAP's in the county. The county's financial resources for the implementation and operation of 9-1-1 services are inadequate for both. Therefore, this plan calls for the financial responsibility of implementation (i.e. equipment, training, building preparation) to be born by the county fund and the financial burden of operations (i.e. staffing, utilities, facilities) be born by each primary PSAP agency.

The technical advisory committee considered the differing requirements of municipal and rural emergency services throughout the county. The costs of 9-1-1 equipment, the cost of staffing 9-1-1 call centers (PSAP's), the cost of implementation, and the ongoing costs of maintenance. Based upon these considerations there will be five (5) primary PSAP locations.

- Columbiana County Sheriff's Office
- East Palestine Police Department
- Salem Police Department
- East Liverpool Police Department
- Columbiana City Police Department

These five (5) PSAP's will be the primary location for all 9-1-1 police, fire and ems (emergency medical service) emergency calls. Dispatching of emergency service providers will either be done by one of these five (5) primary PSAP's or transferred to a dispatch location designated by the political subdivision responsible for that defined jurisdiction.

This plan does not change any mutual aid or operation agreements now in effect between cities, villages, and /or townships. This plan does not change any agency's standard operation procedure without the expressed approval of that agency.

Emergency 9-1-1 calls originating from cellular telephones will be routed to the designated PSAP answering point according to the cellular service provider tower location. Each PSAP location will be programmed to overflow traffic and route calls to the Columbiana County Sheriff's Office.

In the course of providing citizens with their most vital link to emergency response, 9-1-1 public safety answering points (PSAP's) in the state of Ohio shall comply with technical and operational standards and recognize and promote best practices that will provide consistent quality service by well trained personnel utilizing a high level of secure technology(ORC. 128). These operational standards apply to all public safety answering points (PSAP's) eligible to receive disbursements through section 125.55 of the revised code.

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ORIGINAL DATABASE DEVELOPMENT

Columbiana County created a 9-1-1 master street address guide (MSAG) by starting with the incumbent local exchange carrier (ilec) telephone companies (SBC, Sprint & Verizon) street address guide (sag) information and modifying and verifying it, then the PSAP routing information was incorporated, then the police-fire-ems jurisdictions were applied. Emergency service zones (ESZ's) were assigned for each combination of emergency service providers and applied to each ESZ and entered into the MSAG to complete the 9-1-1 call routing development. This completed the initial Columbiana County MSAG.

Each subdivision in Columbiana County received a copy of the Columbiana County Master Street address guide (MSAG) for their jurisdiction and verified the street names and house number ranges and submitted changes, additions and/or deletions. A non-response indicated concurrence with the accuracy of the MSAG information.

The MSAG database was provided to the three (3) ilec telephone companies and used by them as a tool to identify errors in their customer subscriber records. All customer subscribers records where then modified to conform to the standards established in the MSAG.

The MSAG was then used to establish areas of jurisdictional responsibility and determine proper 9-1-1 call routing for each emergency service-providing agency. Once all routing has been established in the MSAG, the MSAG routing information is then used to load the host telephone company (SBC) selective routing tandem in Kent, Ohio. Each telephone company sent their customer records to the 9-1-1 host telephone company (SBC) and they were compiled and loaded into the SBC automatic location information (ALI) database located in Indianapolis, In. and Akron, Oh. This completed the creation of the ALI database system used for Columbiana County 9-1-1 service , the MSAG is the sole property of Columbiana County and is willingly supplied to providers of 9-1-1 emergency services at their request no cost to the provider. Copies either hard or electronic are not to be distributed without the expressed written consent of Columbiana County.

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NEXT GENERATION 9-1-1 (NG9-1-1) OPERATION

Columbiana County elected to become part of a centralized NG9-1-1 solution hosted at the State of Ohio Computer Center (SOCC) for the purpose of migrating to next generation 9-1-1. The “hosted” data center located at the SOCC in Columbus, Ohio has all systems necessary for providing NG9-1-1 services to the five PSAP’s in Columbiana County. The system is built entirely of components that meet the standards defined by NENA for next generation 9-1-1, including:

- **Border control functions (BCF)** - the BCF is an application aware firewall that serves as the ingress point for all inbound traffic and connectivity with the originating service providers.
- **Emergency services routing proxy (ESRP)** - the layer 2 and 3 devices as well as the automatic number identification (ANI/ALI) controller may pass through or receive calls routed by the ESRP functional element.
- **Emergency call routing function and location validation function (ECRF/LVF)** - the layer 2 and 3 devices query the location database to route calls based on location to the appropriate PSAP.
- **Location database (LDB)** – the LDB is part of the transitional elements that serve as the private ALI and location information server. The LDB provides location information for both routing of calls and for presentation at the call taker workstation.
- **Call/ Data delivery-** ANI/ALI controller is a session initiation protocol (SIP) based solution fully compliant with RFC 3261 and Nena 03-008.

The data center also provides the protocol interworking function as part of the legacy gateway environment to convert time-division multiplexing to IP and allows the insertion of location and caller information into the sip headers to be Nena compliant.

The solution is fully capable to route multimedia payloads including text. The ability of Columbiana County PSAP’s to process the payloads and communicate with the senders will depend only on the originating service provider’s ability to communicate in standard format.

The five (5) Columbiana County PSAP’s share one pair of virtual machines for call handling. The objective of maintaining five (5) PSAP’s with a shared platform and the associated lower costs. The five (5) PSAP’s are connected to the demarcation point located at the EMA via fiber connectivity. Each of the five (5) PSAP’s can receive the calls from their service areas utilizing the NG9-1-1 capability to establish routing based on polygon boundaries. The polygon boundaries are set to match the service areas and all calls within those boundaries will be routed to call taker positions at each of the five (5) PSAP’s.

The Columbiana County MSAG and the current ALI database derived from the MSAG will be used as the basis for populating the location database (LDB) installed at the State of Ohio Computer Center. The LDB provides location information for both routing of calls and for presentation at the call taker workstation. All telecommunications service provider with customers in Columbiana County will be asked to provide service order inputs directly to the county’s NG9-1-1 contractor for the purpose of maintaining the accuracy of the LDB.

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WIRELESS 9-1-1 OPERATION

Columbiana County implemented wireless 9-1-1 utilizing information supplied in the FCC docket 94-102 and the PUCO recommendations for wireless service. Wireless service will be implemented in three (3) phases:

- Phase 0 – the basic routing of wireless 9-1-1 calls from a wireless service provider to an emergency service providers ten (10) digit telephone number
- Phase I – wireless service providers will be notified at least six (6) months prior to the desired activation date that Columbiana County is requesting Phase I wireless 9-1-1 emergency service. All wireless service providers in the county will be identified, their towers located and addressed, the type of service provided at each tower (sectorized or omni directional) will be plotted, and routing to the proper PSAP based on tower location and / or sector will be established. With phase I the 9-1-1 PSAP will receive the wireless callers callback number (caller id), the tower address and /or sector location, and a list of the most likely emergency service providers for the area.
- Phase II – all wireless service providers will be notified at least six (6) months prior to the desired activation date that Columbiana County is requesting phase II wireless 9-1-1 emergency service longitude, latitude, and altitude location technology utilizing global positioning service (GPS) and time difference of arrival technology will be utilized to determine the location of a wireless 9-1-1 caller with phase II, the 9-1-1 PSAP will receive the wireless callers callback number (caller id), the tower address and / or sector location, a list of the most likely emergency service providers for the area, and the callers longitude (x) and latitude (y) coordinates- accurate to within three (3) meters sixty percent of the time.

The Columbiana County 9-1-1 system integrates a computer based GIS mapping system (ESRY Shape files) that will pinpoint the location of a 9-1-1 caller based on street address (ALI) or lat/long coordinates. The map will give the 9-1-1 communications officer a visual indication of the exact location of an emergency caller.

9-1-1 GEOGRAPHIC TERRITORY ROUTING

9-1-1 calls are geographically routed based on the method in which the call is placed

- Cell phone towers are divided into quadrants and each quadrant is assigned to the PSAP geographically closes to that location.
- Wireline calls are routed to a predetermined PSAP depending on location database and ANI/ALI information.

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ONGOING 9-1-1 OPERATION

This 9-1-1 final plan calls for the convening of a permanent board to oversee the ongoing operations of 9-1-1. The committee shall be named “the Columbiana County Emergency Services Committee” and shall convene immediately following the public activation date of E9-1-1. Members of the emergency services committee shall include:

1. A county commissioner selected by the board of county commissioners. Who shall serve as chairperson of the committee
2. The County director/ coordinator of 9-1-1 who shall serve as assistant chairperson
3. The chief executive officer of the most populous municipal corporation in the county (or appointee)
4. From the more populous of the following, either the Chief executive officer of the second most populous municipal corporation in the county (or appointee) or a member of the board of township trustees of the most populous township in the county as selected by that board of trustees.
5. The county Sheriff (or appointee)
6. One police chief selected by the county police chiefs association
7. One representative of the State Highway Patrol selected by the commanding officer of the local State Highway Patrol
8. One fire chief selected by the county fire chiefs association
9. One firefighter selected by the county firefighters association
10. One representative from each of the incumbent local exchange carrier (ilec) telephone company in each case selected by the telephone company represented
11. The director/ coordinator of emergency management appointed under section 5502.26, 5502.271 (5502.27.1) of the revised code (or appointee)
12. A member of a board of township trustees selected by the county trustees association
13. A representative from a public emergency medical service (EMS) appointed by the county commissioners
14. A representative from each otherwise unrepresented primary PSAP center selected by the commanding officer of that agency

The Columbiana County Emergency Services Committee shall meet as needed but at least twice each year to investigate, evaluate, and implement changes and improvements to the Columbiana County 9-1-1 system. Members present at any scheduled meeting of this committee will constitute a quorum.

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LAW ENFORCEMENT

COLUMBIANA COUNTY SHERIFF
COLUMBIANA POLICE DEPT.
EAST LIVERPOOL POLICE
EAST PALESTINE POLICE
HANOVER TWP POLICE
LEETONIA POLICE
LISBON POLICE
LIVERPOOL TOWNSHIP POLICE
NEW WATERFORD POLICE
OHIO STATE HIGHWAY PATROL
PERRY TOWNSHIP POLICE
SALEM POLICE
SALEM TOWNSHIP POLICE
SALINEVILLE POLICE
ST. CLAIR TOWNSHIP POLICE
WASHINGTONVILLE POLICE
WELLSVILLE POLICE
STATE PARK RANGERS
OHIO DEPARTMENT OF
NATURAL RESOURCES

FIRE / EMS

ASI AMBULANCE
CALCUTTA FIRE DEPT
COLUMBIANA FIRE
COLUMBIANA EMS
DAMASCUS FIRE/EMS
EAST LIVERPOOL FIRE/EMS
EAST PALESTINE FIRE/EMS
GLENMOORE FIRE
GREEN TOWNSHIP FIRE/EMS
HANOVER TOWNSHIP FIRE
HIGHLANDTOWN FIRE
HOMEWORTH FIRE
KLG AMBULANCE
LEETONIA FIRE/EMS
LIFETEAM AMBULANCE
LISBON FIRE
LIVERPOOL TOWNSHIP FIRE
MAPLE COTTON AMBULANCE
SANDY CREEK FIRE/EMS DISTRICT
NEGLEY FIRE/EMS
NEW WATERFORD FIRE/EMS
NORTH GEORGETOWN FIRE
NORTH STAR AMBULANCE
PERRY TOWNSHIP FIRE
SALEM FIRE
SALINEVILLE FIRE
SUMMITVILLE FIRE
WELLSVILLE FIRE
WEST POINT FIRE/EMS
WINONA FIRE

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9-1-1 EQUIPMENT

The technical advisory committee carefully and methodically determined the desired operations of a countywide 9-1-1 system based on the needs of the county as it pertains to 9-1-1. The following equipment was installed at each of the PSAP's to utilize the NG9-1-1 system.

- Columbiana County Sheriff's Office
 - Three (3) NG9-1-1 Work stations
 - Three (3) NG9-1-1 IP Polycom phones
- East Palestine Police Department
 - One (1) NG9-1-1 Work station
 - One (1) NG9-1-1 IP Polycom phone
- East Liverpool Police Department
 - Two (2) NG9-1-1 Work Stations
 - Two (2) NG9-1-1 Polycom phones
- Columbiana City Police Department
 - One (1) NG9-1-1 Work station
 - One (1) NG9-1-1 IP Polycom Phone
- Salem Police Department
 - Two (2) NG9-1-1 Work Stations
 - Two (2) NG9-1-1 Polycom phones

Each work station consists of Three (3) flat screen monitors

One (1) utilized for NG9-1-1 call taking applications

One (1) utilized for NG9-1-1 mapping

One (1) screen utilized for Computer Added Dispatching

Mouse and keyboard for each computer Telephone and radio voice recording computer system

9-1-1 EQUIPMENT

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9-1-1 ANI/ALI telephone and location computer system will present 9-1-1 emergency calls to a communications officer with the caller's voice connection, the caller's telephone number, the caller's location information (ALI), and a list of the emergency response agencies for that location address.

The NG9-1-1 Mapping location display computer system will automatically process 9-1-1 callers ANI/ALI information and pinpoint the caller's location by displaying it on a computer generated mapping system.

The 9-1-1 records management system computer system will allow the emergency service agency to record emergency activity by creating achievable database records. The ergonomic workstation furniture consoles permit the installation of the PC computers, UPS power supplies, flat-screen monitors, keyboards/mice, radio consoles, telephones and all cabling in an adjustable compact furniture console designed for this purpose.

Computer aided dispatch system (CAD) will allow communications officers to input pertinent information for each specified location.

To assist in the proper and rapid response of emergency service agencies voice recorders are used to record telephone and radio communications and have the ability to archive these recordings. Local recorders are located in the PSAP to record administrative phone lines and radio traffic and a recorder is located at the SOCC to record all 9-1-1 phone line traffic. Uninterrupted power supply (UPS) to provide electrical requirements for all 9-1-1 related equipment prior to backup generator operation. Telephone lines as needed for 9-1-1 operation including answering, transferring, and conferencing emergency calls.

PSAP CONNECTIONS

COLUMBIANA COUNTY 9-1-1

PSAP CONNECTIONS

The technical advisory committee carefully and methodically determined the desired operations of a countywide 9-1-1 system based on the needs of the county as it pertains to 9-1-1; it is recommended the following connections be included in this 9-1-1 plan on an as-needed basis allowing for integration of available resources and compatibility per PSAP requirements:

- Maintain existing listed emergency telephone numbers, the telephone system and a backup generator
- Two (2) dedicated network data circuited between the on-site ANI/ALI controller and two (2) redundant 9-1-1 ALI database systems at SBC office in Indianapolis, In and Akron, Oh.
- Network trunking concoctions between the on-site ANI/ALI controllers and the SBC selective routing tandem in Kent, Oh.
- Access to a countywide emergency notification system used for evacuation notification and sometimes referred to as reverse 9-1-1.

Each PSAP must maintain the existing emergency telephone lines that exist to answer calls to the agencies served by the PSAP. Each PSAP must also maintain the administrative telephone system within the building along with an emergency ac backup power generator adequate to maintain this equipment and to provide emergency lighting in the event of a commercial power failure.

The host telephone company (SBC) will install and test the network data connection that connects each PSAP's ANI/ALI controller with the 9-1-1 database systems located in Indianapolis, In. and Akron, Oh. The host telephone company (SBC) will install and test the network trunking connections between the ANI/ALI controller for each PSAP and the 9-1-1 selective routing tandem in Kent, Oh.

A countywide emergency notification system will be installed and available to emergency service providers, including PSAP locations, for the purpose of notifying the residents and businesses within the county of emergency events, i.e., evacuations, storm alerts, amber alerts, neighborhood watch alerts, utility interruptions, etc.

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9-1-1 FUNDING

Funding for 9-1-1 is generated by a monthly fifty-cent surcharge (Effective 4/1/04) from wireline telephone subscribers and a monthly twenty-five cent surcharge (effective 8/1/05) from wireless telephone subscribers. SBC Telephone Company, by order of the public utility commission of Ohio (PUCO) case number 99-0938-tp-coi, contributed five hundred forty-five thousand dollars toward the purchase of 9-1-1 equipment. The Columbiana county board of commissioners is the governing body responsible for the countywide 9-1-1 funds.

The Columbiana county board of commissioners, the 9-1-1 planning committee, the 9-1-1 technical advisory committee, and the emergency services committee are not authorized or responsible for the costs of staffing, facilities, utility expenses, insurance, supplies, and miscellaneous other costs for each primary PSAP center. These costs were, and continue with this plan, to be the responsibility governing body for each PSAP's political subdivision. The sheriff is responsible for these costs at the sheriff PSAP center. The county board of commissioners, the planning committee, the technical advisory committee, and the emergency services committee goal, as it applies to the provisioning of 9-1-1 services described in this plan, is to reduce the time it takes to get emergency service providers to the scene of an emergency. Efforts and decisions made toward accomplishing this goal attempt to focus on this objective, and to the extent possible, these entities will strive to provide the 9-1-1 equipment, the computer aided dispatch (cad) software, the mapping software, the records management software, the 9-1-1 location database, the countywide 9-1-1 facilities network, the ongoing maintenance, and any miscellaneous devices needed for the delivery of emergency location information to all countywide emergency first responding agencies. If 9-1-1 funding is available the costs for the installation, testing, and training of the 9-1-1 equipment will be covered by the county 9-1-1 fund. The decision to pay for additional items at the PSAP level will be the decision made by the emergency services committee if funding levels should increase. All funding received through legislation passed by the state of Ohio or the County of Columbiana will be used solely for the implementation and operation of 9-1-1 services in Columbiana County.

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2018 INCOME

The following is an estimate of the annual income generated by the surcharge implemented for the activation E9-1-1 and W9-1-1 services:

WIRELINE E9-1-1 SURCHARGE (.50 per access line per month)	\$148,585.59
Effective 4-1-04 estimated 35,000 access lines	
WIRELESS 9-1-1 SURCHARGE (.32 per cell phone per month)	\$216,416.76
Effective 8-01-05 estimated 45,000 access lines	
ESTIMATED ANNUAL TOTAL	\$365,002.35

DRAFT

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RADIO COMMUNICATIONS

Radio communications throughout the county will continue to use existing equipment and frequency integration. The 9-1-1 fund will provide additional radio controller consoles and/or computer based radio controllers as funding allows. Available assets will also be used to improve radio service coverage and interoperability communications where feasible. It is not the responsibility of this 9-1-1 plan or the 9-1-1 fund to provide for the following:

- Radio receivers needed to provide reception of communications from any area of Columbiana County.
- Radio transmitters sufficient to communicate anywhere within Columbiana County
- Necessary buildings required to house transmitters and receivers and provide for the security of them.
- Antenna's and towers along with associated equipment
- Fencing for sites as required providing for safety and security
- Backup batteries for radio equipment to provide for 24 hours of operation and battery charger to keep them charged.
- Telephone lines needed to connect radio equipment to PSAP
- Propagation study to select sites for optimum communications reception and the necessary frequency requests to FCC.

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STAFFING AND PERSONNEL

All Costs associated with staffing and personnel for the operation of countywide 9-1-1 emergency services at each of the five (5) primary PSAP centers will be the responsibility of the agency providing those services. The local agency's personnel employment practices and policies will apply to these employees (I.E.-benefits, vacations, holidays, medical coverage insurance, workmen's compensation, taxes, and employment/termination procedures)

The county 9-1-1 fund will pay for the five (5) PSAP's 9-1-1 equipment and systems operations and the ongoing training for the 9-1-1 equipment and systems. The 9-1-1 fund will cover cost of training material however does not cover wages, salaries, benefits, meals, lodging, overtime, and/ or substitute pay for employees attending training.

Funding received by Columbiana County from the state under the Government Assistance Fund can only be utilized for up to three (3) PSAPs as outlined in ORC Chapter 128 with alternative funding being utilized at the remaining 2 PSAP's.

All funding received through legislation from the state of Ohio will be used solely for the implementation and operation of 9-1-1 services in Columbiana County.

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AMENDING THIS PLAN

This plan calls for the convening of the Columbiana County emergency services committee on the date of the publicly announced activation date of enhanced 9-1-1 service.

Amendments to this plan must be submitted to the emergency services committee for their review and consideration. If the majority of the emergency services committee agrees to an amendment, the amended 9-1-1 final plan must be submitted to and reviewed by the Columbiana County Board of County Commissioners and unless determined to be a major amendment (see next paragraph) upon approval becomes effective. Major amendments (consider so by either the emergency services committee or the board of commissioners) upon approval by the commissioners will be presented to the governing bodies of all political subdivisions throughout the county for their review and consideration. Upon receipt of resolutions supporting the amended 9-1-1 final plan from the political subdivisions representing over sixty percent of the population of the county, the major amendment becomes effective. Once in effect, a copy of the amended 9-1-1 final plan will be submitted to the public utilities commission of Ohio (PUCO).

Whenever changes to the existing wording, paragraphs, pages, and/or attachments of the currently adopted 9-1-1 final plan are proposed as amendments, the original wording, paragraphs, pages, and/or attachments of the currently adopted 9-1-1 final plan will be added to the appendices section to provide an ongoing history of the plan.

COLUMBIANA COUNTY 9-1-1

TEXT TO 9-1-1 IMPLEMENTATION

The State of Ohio Computer Center will have a connection to a text control center (TCC). Any texts originating from within the polygon boundaries set by the five Columbiana County PSAP's will route to the PSAP serving that area and appear on a call takers display within that PSAP.

Each Columbiana County PSAP must register its intent to receive texts to 9-1-1 and ensure the correct polygon boundaries are on file. Until the TCC connection is established and the PSAP has registered, citizens texting to 9-1-1 within Columbiana County will receive a bounce back message informing them that only voice calls to 911 are accepted.

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COLUMBIANA COUNTY 9-1-1

GLOSSARY OF TERMS

- 9-1-1- A three-digit telephone number to facilitate the reporting of an emergency requiring response by a public safety agency
- 9-1-1 Service area- The geographic area that has been granted authority by a state or local governmental body
- Abandoned Call- A call placed to 9-1-1 in which the caller disconnects before the call can be answered by the public safety answering point (PSAP) attendant.
- Alternate PSAP- A PSAP designated to receive calls when the primary PSAP is unable to do so.
- Alternate Routing – Alternate routing provides for a predetermined routing for 9-1-1 calls when the tandem office is unable to route the calls over the 9-1-1 trunks for a particular PSAP due to troubles or all trunks are busy.
- Automatic Location Identification- provides for an address display of the subscriber calling 9-1-1. With ALI, the PSAP receives the ANI display and an ALI display on a screen. The ALI display includes the subscribers address, community, state, type of service and if a business, the name of the business. The PSAP gets an associated ESN information
- Automatic Number Identification (ANI) - Corresponds to the subscribers seven digit telephone number. The ANI displays at the PSAP on the digital ANI display console
- ANI failure- Failure of the end office to identify the call and provide the ANI (telephone number) to the tandem office; or an ANI failure between the tandem office and the PSAP
- Anonymous Call- If a subscriber misdials and dials the seven digit number associated with the PSAP position they will come in direct and ANI displays as 911-0000 which will ALI as an anonymous call. The seven digit numbers associated with the PSAP positions are not published not even to the PSAP's
- Basic 9-1-1 Service- Provides only the three digit dialing of 9-1-1 for emergency assistance. There is no display of a callers telephone number or location associated with basic 9-1-1 service
- Board of Commissioners- The legislative authority of a county established under section 3 of article X, Ohio Constitution or Chapter 302 of revised code.
- Cell The wireless telecommunications-(cellular or PCS)- antenna servicing a specific geographical area
- Cell Sector- Once sector of a cell antenna (typically 3 sided) that operates independently of each other
- Cell Site- The location of a cell and related equipment
- Computer Aided Dispatch (CAD) - Computer based system, which aids PSAP telecommunications by automating selected dispatching and record keeping activities.
- Customer Premises Equipment- telecommunications equipment, including telephone instruments on premises of a public safety answering point that is used in answering and responding to 9-1-1 system calls.

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GLOSSARY OF TERMS

Data Base- An organized collection of information typically stored in computer systems, comprised of fields, records (data) and indexes. In 9-1-1, such data bases include MSAG, telephone number/ESN, and telephone customer records.

Data base management systems- system of manual procedures and computer programs used to create, store and update the data

Dedicated Trunk - A telephone circuit used for a single purpose; such as transmission of 9-1-1 calls

Direct Dispatch- The performance of 9-1-1 call answering and dispatching by personnel at the primary PSAP

E9-1-1 Enhanced 9-1-1

Emergency Service Provider- An emergency service department or unit of a subdivision that operates in a subdivision under contract with the subdivision or the state highway patrol.

Emergency Service Number (ESN)- An ESN is a three to five digit number representing a unique combination of emergency service agencies designated to serve a specific range of addresses within a particular geographical area.

Final Plan- Adopted plan under Division (B) Section 4931.44 of the revised code and, except as otherwise expressly provided, an amended final plan adopted under section 4931.45 of revised code

Geographic Information System (GIS) - Computer software system that enables one to visualize geographic aspects of a body of data.

Internet Protocol- method of which data is sent from one computer to another on the internet or other network

Manual Transfer- capability of a PSAP attendant to transfer a 9-1-1 call to another location by manually dialing the destination number or speed dialing code.

MSAG Master Street Address Guide- data base of street names and house number ranges

Next Generation 9-1-1 an initiative aimed at updating the 9-1-1 service infrastructure

One-Button Transfer- The capability of a PSAP attendant to transfer a 9-1-1 call to a pre-determined location activating a single button.

Selective Routing- advanced computerized feature that directs 9-1-1 calls to the proper county and the proper PSAP within a county

Voice over internet protocol (VOIP) - packetized voice information in digital format using the internet protocol (IP) address assigned to the user's telephone number

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Maps of fire/ ems / law enforcement
Population map?

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