



pennsylvania
EMERGENCY MANAGEMENT AGENCY

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PA P.U.C. BUREAU
SECRETARY'S BUREAU

March 10, 2015

Ms. Rosemary Chiavetta
Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, Pennsylvania 17105-3265

Dear Secretary Chiavetta:

Enclosed herewith for your review and Commission action is the updated 9-1-1 plan for the County of Wyoming. The plan was reviewed by the Agency on March 4, 2015.

Please Note: Section 4.4 (Wireless Service Provider Areas/Cell Tower Locations) and Section 7.1.2 (List of Access Line Summaries) of the plan contain confidential and proprietary information. These sections of the plan have been redacted and are enclosed in the attached envelope.

Under the provisions of 4 Pa. Code Chapter 120b, the Commission has 90 days in which to act and notify the Agency or the rate base structure as outlined in the plan becomes effective. Based on our records the final date will be June 8, 2015.

Sincerely,

David L. Holl
Deputy Director for Operations

Enclosure

cc: Ms. Janet Tuzinski, Pennsylvania Public Utility Commission
Mr. Jeff Porter, Wyoming County Emergency Services



911 TRIENNIAL PLAN

SUBMITTED BY: WYOMING COUNTY

2015 - 2017

Table of Contents

1. Letter of Transmittal/Resolution

- 1.1. Letter of Transmittal
- 1.2. Resolution

2. Executive Summary

- 2.1. Introduction: General 9-1-1 Service.
- 2.2. The City/County 9-1-1 System
- 2.3. Staffing
- 2.4. Proposed Upgrades and Future Plans and Needs

3. Regulatory Requirements

- 3.1. City/County Coordinator
- 3.2. Inter-Agency/Inter-City/County Agreements/Mutual Aid Agreements
- 3.3. Explanation of Modifications/Changes to Original Plan
- 3.4. Compliance with Pennsylvania Code Requirements
- 3.5. List of Participating Agencies (Police, Fire, EMS)
- 3.6. List of Additional Agencies Served
- 3.7. Special Considerations

4. Geographic

- 4.1. Population Density
- 4.2. Major Transportation Routes and Municipalities within the County, Neighboring Counties and States
- 4.3. Wireline Telephone Service Areas, Central Office Boundaries and/or Wire Center Boundaries
- 4.4. Wireless Service Provider Areas/Cell Tower Locations

5. Personnel

- 5.1. Organizational Structure
- 5.2. List of Positions
- 5.3. Salary/Benefit Information
- 5.4. Staffing Levels

6. Training Requirements/Training Policies

- 6.1. Training Requirements/Training Policies
- 6.2. Quality Assurance Program

7. Technical

- 7.1. Diagrams
 - 7.1.1. Description of Current Addressing (MSAG)
 - 7.1.2. List of Access Line Summaries
 - 7.1.3. List of Counties and Facilities Connected to Your PSAP by Tie Lines
 - 7.1.4. List of Participating Telephone Companies
 - 7.1.5. Trunking Requirements
 - 7.1.6. Call Volume and 9-1-1 Call Breakdown
- 7.2. Radio
 - 7.2.1. Description of Radio System
 - 7.2.2. FCC Licenses

8. Financial Information

- 8.1. Triennial Audit Balance Sheet from the Most Current Audit
- 8.2. Copies of Contracts, Agreements, Receipts for Equipment
- 8.3. City/County 9-1-1 Financial Information

9. Miscellaneous, Appendices & Attachments

- 9.1. Diagram of PSAP
- 9.2. Supplemental Information

PA P.U.C.
SECRETARY'S BUREAU

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1.1 Letter of Transmittal

Image Attached: transmittal .jpg

Wyoming County



Emergency Operations Center
9-1-1
PO Box 738
Tunkhannock, PA 18657

COMMISSIONERS

THOMAS HENRY, Chairman
JUDY KRAFT MEAD, Vice-Chair
RONALD WILLIAMS

9-1-1 MANAGEMENT TEAM

JEFF PORTER, Director
FRANK MILLER, Deputy Director

Richard D. Flinn, Jr.
Director, PA Emergency Management Agency
2605 Interstate Drive
Harrisburg, Pennsylvania 17110

3/2/2015

Dear Director Flinn:

The Elected Officials of Wyoming County recognize their moral and legal responsibility to provide 9-1-1 emergency communications planning to protect their citizens in the event of an emergency.

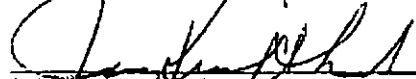
This three-year plan was developed in accordance with:

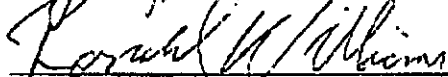
1. Federal Communications Commission (FCC) Docket 94-102
2. Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes

Our paramount concern for the development and implementation of this plan is for the health, safety, and welfare of our citizens.

Therefore, the Elected Officials have reviewed this 9-1-1 Plan and thereby indicate their approval as signed and dated below.


 Thomas Henry Chairman Commissioner 3/2/15
Date


 Judy Kraft Commissioner 3/2/15
Date


 Ronald Williams Commissioner 3/2/15
Date

Attachments to (1.1 Letter of Transmittal):

1) transmittal .jpg

1.2 Resolution

Image Attached: resolution1.jpg

RESOLUTION 94-022

RESOLUTION OF THE COMMISSIONERS OF

County of Wyoming, PENNSYLVANIA

APPROVING THE 9-1-1 TELEPHONE ACCESS PLAN

**AND CONTRIBUTION RATE FOR THE RESIDENTS OF THE COUNTY OF
WYOMING**

WHEREAS, the County of Wyoming Commissioners are implementing a County wide centralized Communications Center to dispatch all County emergency services, and

WHEREAS, the County-wide Centralized Communication Center shall serve as the 91-1 Public Safety Access Point, and

WHEREAS, the County of Wyoming Commissioners have appointed Jeff Porter, as the Wyoming County 9-1-1 coordinator, and

WHEREAS, the County of Wyoming Commissioners have developed a plan for implementation of enhanced 9-1-1 telephone service for the County of Wyoming, and

WHEREAS, the County of Wyoming Commissioners have set the monthly contribution rate at \$1.50 per month and the rate will be included on all monthly telephone bills; collected by the telephone company and forwarded to the Wyoming County Commissioners for the exclusive use in the payment of authorized charges for the implementation and provision of 9-1-1 Emergency Telephone Services in and to Wyoming County, and

WHEREAS, the said rate shall remain in effect by law for a period of not less than 3 years, and

WHEREAS, the County of Wyoming Commissioners held a Public meeting regarding the County's 9-1-1 Plan on May 4, 1994, between the hours of 6:00 p.m. and 9:00 p.m., to obtain comments from County of Wyoming residents, and

WHEREAS, this plan conforms with the Guidelines for Administration of the Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes

NOW, THEREFORE, be it resolved, by the County of Wyoming Commissioners as follows:

1. That said 9-1-1 Telephone access plan is approved by the County of Wyoming Commissioners.

Attachments to (1.2 Resolution):

- 1) [resolution1.jpg](#)
- 2) [resolution2.jpg](#)

2.1. Introduction: General 9-1-1 Service

The county of Wyoming, Pennsylvania is located in the upper right corner of the Commonwealth. The county covers an area of 405 square miles and is home to a population of approximately 28,003 (2013 census) people. The county is home to eighteen townships and five boroughs.

Wyoming County is a rural seventh class county in Pennsylvania. The county seat is Tunkhannock, located in the central portion of the county.

A three-person, elected Board of Commissioners heads Wyoming County government.

The Wyoming County Communications Center handled 12,133 9-1-1 calls in 2014 and estimated 25,819 non-emergency calls. Wyoming County was at a 68.65% wireless ratio in 2014.

2.2. The City/County 9-1-1 System

Wyoming County operates a centralized emergency communications center for all Wyoming County Emergency Services. The center is located at 3880 State Route 6 East, Tunkhannock, PA 18657.

The communications system provides communications with all municipal police, fire, rescue, ambulance, paramedic, and State Police via Wyoming County radio system, as well as the Pennsylvania Emergency Management Agency (PEMA) radio system. The PASTAR, the State Police CLEAN system terminal and SEVAN Systems are also maintained at the 9-1-1 center.

The County uses a Eventide recording system with a 64 channel capacity. All phone lines and radio transmissions are recorded on a digital recorder and archived to CD for a period of at least 180 days. The CD's will be removed from the archive after 180 days unless otherwise requested to be held. The hard drive has the capacity to store recordings for six months.

The communications center has five Zetron radio consoles in the main PSAP, which allow access to all radio channels including SEVAN and our paging/alerting systems. There are two additional radio consoles in the training room. Further radio system information can be located in section 7.2.1.

Each position in the main PSAP is a Wright-Line workstation equipped with a SunGuard (CAD) System, Zetron Customer Premise Equipment (CPE) and the ESRI mapping system, in addition to the radio.

There are 8 9-1-1 trunks from Verizon (4 wireline, 4 wireless) terminated at the PSAP. The trunks are connected to Verizon's 9-1-1 telephone network via means of tandem switches located in Bloomsburg and Scranton. The tandems are designed to provide redundancy to the PSAP. In the event of a failure at the Bloomsburg tandem all calls will route to the PSAP via the Scranton tandem.

The County has a sufficient generator that is dedicated for the Emergency Operations Center.

2.3. Staffing

Wyoming County currently budgets for fourteen full-time telecommunicators, four full-time dispatch supervisors, one Fiscal Officer, one GIS manager/readdressing coordinator, one Lead Communications Specialist, one Deputy Director and the Director / 9-1-1 Coordinator. The supervisors are cross-trained in all areas of dispatch and call-taking and are available to work a console when needed.

2.4. Proposed Upgrades and Future Plans and Needs

Wyoming County has just recently upgraded to a new CAD from SunGard. This will continue to be enhanced in the coming years. Also Wyoming County is integrating a new phone/radio console system that will provide Next Generation connectivity to the NorthCom Region. A new recorder is also going online within this planning cycle.

3.1 City/County Coordinator

Wyoming County's 9-1-1 Coordinator is Jeff Porter.

Image Created From PDF File: Wyoming Coordinator Change.pdf

Wyoming County



Emergency Operations Center
9-1-1
PO Box 738
Tunkhannock, PA 18657

07/14/2014

David L. Holl
Acting Deputy Director for Operations
Pennsylvania Emergency Management Agency
2605 Interstate Drive
Harrisburg PA 17110

RE: Appointment of 9-1-1 Coordinator

Dear Mr. Holl:

Please be advised that Wyoming County effected a personnel change in our 9-1-1 Communications Center. Effective 07/11/2014, Jeff Porter will assume the duties of 9-1-1 coordinator for Wyoming County in accordance with Chapter 53, Emergency Telephone Service, of Title 35 of the Pennsylvania Consolidated Statutes, 35 Pa. C.S.A. §§ 5304, and 4 PA Code § 120b. Jeff Porter's contact information is listed below:

Jeff Porter
9-1-1 Coordinator
Wyoming County Emergency Services
PO BOX 738
Tunkhannock, PA 18657
570-836-7524
570-996-2066
jporter@wycopa911.org

Please make the appropriate changes to existing agency information.

Thank you for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Henry", is written over a horizontal line.

Wyoming County Commissioners
Chairman Tom Henry

Attachments to (3.1 City/County Coordinator):

- 1) Wyoming Coordinator Change.pdf

3.2. Inter-Agency/Inter-City/County Agreements/Mutual Aid Agreements

Wyoming County continues to have mutual aid agreements with the following Counties:

Bradford County

Lackawanna County

Luzerne County

Sullivan County

Susquehanna County

Image Attached: Wyoming Mutual Aids_Page_01.jpg**9-1-1 AGREEMENT
WITH WYOMING COUNTY**

This agreement, made and entered into between the County of Wyoming, and the County of Bradford, both bodies politic and corporate under the laws of the Commonwealth of Pennsylvania;

Whereas, the experience of public safety officials and other emergency service providers indicates that people generally do not know the proper telephone number to call to obtain police, fire or emergency medical assistance; and

Whereas, travelers and persons in unfamiliar neighborhoods do not know what jurisdiction they are in, and therefore, are unaware of which governmental agency is responsible for providing assistance to the area from which they are calling; and

Whereas, the installation of a 911 telephone system will provide one common number to call to receive public safety assistance and will assure the caller that his request for assistance will be answered and the appropriate agency dispatched as a result of dialing 911; and

Whereas, it is understood that if there are times when mechanical or other factors cause the call not to be selectively routed, the call will be routed to the proper dispatch center.

Now, therefore, in consideration of the terms, conditions and covenants set forth herein, the County of Wyoming and the County of Bradford agree as follows:

ARTICLE I. GENERAL PURPOSE

It is the purpose of this Agreement to establish procedures for receiving 911 calls and for extending or relaying the calls to the proper dispatching center so that the appropriate emergency service agency will provide assistance to the caller without requiring the caller to dial another number.

ARTICLE II. DEFINITIONS

- A. "Relay" or "relayed" means a process whereby the telephone answerer receives the call, takes the information from the caller and thereafter transfers the essential information to the proper emergency responder.
- B. "Extend" or "extended" means a process whereby the telephone answerer receives the call and mechanically or electronically connects the caller with a third party.

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PAGE 2

ARTICLE III. CONDITIONS

- A. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee, principal-agent or copartnership relationship between the parties.
- B. The costs of operating the dispatch centers of Wyoming County and Bradford County shall remain the responsibilities of the respective counties, except as herein provided.
- C. This Agreement applies to 911 telephone calls which originate in a telephone exchange which directs the calls to the wrong dispatch center.

ARTICLE IV. PROCEDURES

- A. 911 calls originating in a portion of a Wyoming County telephone exchange which is in another county will be forwarded to the proper dispatching center if Wyoming County is not that center.
- B. Each party shall accept 911 calls from the listed exchanges and shall answer the calls and shall take the following action, as is deemed most appropriate:
 1. In cases when the request for service from the public can be accurately and expeditiously "relayed" to the dispatching center, the following information shall be relayed over dial up or leased lines.
 - a. Type of incident/action requested;
 - b. Location or address where emergency service is needed;
 - c. Community or jurisdiction;
 - d. Name and telephone number of caller, if known;
 - e. Time call was received.
 2. In cases when the emergency service to be rendered to the caller can be provided more expeditiously by having the caller speak directly to the dispatcher, the call will be "extended" to the dispatching center on dial-up leased lines.
 3. In cases, when, in the judgment of the person originally receiving the call, circumstances require immediate, direct contact with the dispatcher, the

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PAGE 3

point-to-point radio may be used to relay a message. To the extent possible, the message format described in 1 above shall be used.

4. In situations when the address or the location of the incident are not clearly identified, the telephone answerer shall attempt to keep the caller on the line while relaying the message to the dispatcher.
5. The parties shall provide telephone service which will allow the public safety answering personnel to remain on the line as the third party when the calls are "extended". The answering personnel can either remain connected to the conference call or can drop out of the circuit without affecting the call in progress.

If it is determined at a later date that it is necessary to provide other telephone equipment or procedures so as to be able to accomplish the purposes of this Agreement, amendments to this Agreement may be executed identifying the cost obligations of each party for such additional equipment or service.

ARTICLE V. RELATIONSHIP BETWEEN THE PARTIES

In consideration of the mutual services provided herein, both parties agree that nothing contained herein intended to be or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual counties are and shall remain independent entities with respect to all services performed under this Agreement. Each county represents that it has, or will secure all its expense, all personnel required in performing its service obligation under this Agreement and that the acts of that county alone. Each county covenants to hold harmless the other county for any and all claims whatsoever arising out of the acts or omissions of enumerated mutual services. Each county agrees that in the performance of this Agreement, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, disability, Worker's Compensation, Unemployment Compensation, severance pay, etc.

Image Attached: Wyoming Mutual Aids_Page_04.jpg

ATTACHMENT TO 911 AGREEMENT BETWEEN BRADFORD AND WYOMING COUNTIES.

Paragraph 5, 1st page:

Whereas, it is understood that because of costs and other factors some exchanges in the two counties will not be selectively routed and, therefore, 911 calls from portions of these exchanges will be routed to a dispatching center other than the one that serves the area from which the call originated.

Article IV. Procedures, paragraph A:

911 calls originating in a portion of a Wyoming County telephone exchange which is in Bradford County are received in Wyoming County and dispatched by Wyoming County. Calls not belonging to Wyoming County will be forwarded to the county in which the response unit resides, Bradford County.

Image Attached: Wyoming Mutual Aids_Page_05.jpg

PAGE 6

IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the 21 day of November, 1992.

COUNTY OF WYOMING
COMMONWEALTH OF PENNSYLVANIA

BY: [Signature]
Willard Baker, Chairman
Wyoming County Commissioners

[Signature]
Martha Decker
911 Coordinator

ATTEST:
[Signature]
William Gaylord, Chief Clerk

COUNTY OF BRADFORD
COMMONWEALTH OF PENNSYLVANIA

BY: [Signature]
William T. Mc Nett, Chairman
Bradford County Commissioners

[Signature]
John Mosser
911 Coordinator

ATTEST:
[Signature]
Gary L. Wood, Chief Clerk

Date Bradford County signed.

November 25, 1992

Upon proper execution this Agreement will be legally valid and binding.

Image Attached: Wyoming Mutual Aids_Page_06.jpg

AGREEMENT

THIS AGREEMENT, made and entered into between the County of Wyoming, and the County of Lackawanna, both bodies politic and corporate under the law of the Commonwealth of Pennsylvania;

WHEREAS, the experience of public safety officials and other emergency service providers indicates that people generally do not know the proper telephone number to call to obtain police, fire or emergency medical assistance; and

WHEREAS, travelers and person in unfamiliar neighborhoods do not know what jurisdiction they are in, and therefore, are unaware of which governmental agency is responsible for providing assistance to the area from which they are calling; and

WHEREAS, the installation of a 911 telephone system will provide one common number to call to receive public safety assistance and will assure the caller that his request for assistance will be answered and the appropriate agency dispatched as a result of dialing 911; and

WHEREAS, it is understood that because of costs of other factors some exchanges in the two counties will not be selectively routed and, therefore, 911 calls from portions of these exchanges will be routed to a dispatching center other than the one that serves the area from which the call originated.

NOW, THEREFORE, in consideration of the terms, conditions and covenants set forth herein, the County of Wyoming and the County of Lackawanna agree as follows:

ARTICLE I. GENERAL PURPOSE

It is the purpose of this Agreement to establish procedures for receiving 911 calls and for extending or relaying the calls to the proper dispatching center so that the appropriate emergency service agency will provide assistance to the caller without requiring the caller to dial another number.

ARTICLE II. DEFINITIONS

A. "Relay" or "Relayed" means a process whereby the telephone

Image Attached: Wyoming Mutual Aids_Page_07.jpg

answerer receives the call, takes the information from the caller and thereafter transfers the essential information to the dispatcher. In this procedure, the caller does not speak to the dispatcher.

8. "Extend" or "Extended" means a process whereby the telephone answerer receives the call and mechanically or electronically connects the caller with the dispatcher.

ARTICLE III. CONDITIONS

- A. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee principal-agent or copartnership relationship between the parties.
- B. The costs of operating the dispatch centers of Wyoming County and Lackawanna County shall remain the responsibilities of the respective counties, except as herein provided.
- C. This Agreement applies to 911 telephone calls which originate from the Clarks Summit exchange, the Harding exchange, the Dalton exchange, the Nicholson exchange and the Factoryville exchange, and are routed to Lackawanna County.

ARTICLE IV. PROCEDURES

- A. 911 calls originating in those portions of the Clarks Summit exchange, the Harding exchange, the Dalton exchange, the Nicholson exchange and the Factoryville exchange which are in Wyoming County and are received by Lackawanna County, will be dispatched by Lackawanna County or forwarded to Wyoming County depending on the area in which the response unit resides.
- B. Each party shall accept 911 calls from the listed exchanges and shall answer the calls and shall take the following action, as is deemed most appropriate:
1. In cases when the request for service from the public can be accurately and expeditiously "relayed" to the dispatching center, the following information shall be relayed over dial up or leased lines.
 - a. Type of incident/action requested;
 - b. Location or address where emergency service is needed;
 - c. Community or jurisdiction;
 - d. Name and telephone number of caller, if known;
 - e. Time call was received.

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2. In cases when the emergency service to be rendered to the caller can be provided more expeditiously by having the caller speak directly to the dispatcher, the call will be "extended" to the dispatching center on dial up or leased lines.
3. In cases, when, in the judgement of the person originally receiving the call, circumstances require immediate, direct contact with the dispatcher, the point-to-point radio may be used to relay a message. To the extent possible, the message format described in 1 above shall be used.
4. In situations when the address or the location of the incident are not clearly identified, the telephone answerer shall attempt to keep the caller on the line while relaying the message to the dispatcher.
5. The parties shall provide telephone service which will allow the public safety answering personnel to remain on the line as the third party when the calls are "extended". The answering personnel can either remain connected to the conference call or can drop out of the circuit without affecting the call in progress.

If it is determined at a later date that it is necessary to provide other telephone equipment or procedures so as to be able to accomplish the purposes of this Agreement, amendments to this Agreement may be executed identifying the cost obligations of each party for such additional equipment or service.

ARTICLE V. RELATIONSHIP BETWEEN THE PARTIES

In consideration of the mutual services provided herein, both parties agree that nothing contained herein intended to be or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual counties are and shall remain independent entities with respect to all services performed under this Agreement. Each county represents that it has, or will secure at its expense, all personnel required in performing its service obligation under this Agreement and that the acts of its employees performing the service under this Agreement shall be the acts of employees of that county alone. Each County covenants to hold harmless the other county for any and all claims whatsoever arising out of the acts or omissions of enumerated mutual services. Each county agrees that in the performance of this mutual service its employees shall not require nor be entitled to any compensation, rights or benefits of any kind

Image Attached: Wyoming Mutual Aids_Page_09.jpg

whatssoever from the other County to this Agreement, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, disability, Worker's Compensation, Unemployment Compensation, severance pay, etc.

IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the _____ day of November, 1994.

COUNTY OF WYOMING
COMMONWEALTH OF PENNSYLVANIA

BY: *Willard Baker*
Willard Baker, Chairman
Wyoming County Commissioners

Bradley Robinson
Bradley Robinson,
9-1-1 Coordinator Wyoming County

ATTEST: *William Gaylord*
William Gaylord,
Chief Clerk

COUNTY OF LACKAWANNA
COMMONWEALTH OF PENNSYLVANIA

BY: *Joseph J. Cocoran*
Joseph Cocoran, Chairman
Lackawanna County Commissioners

Gerard Gaughan
Gerard Gaughan,
9-1-1 Coordinator Lackawanna County

ATTEST: *Gerald Stanvitch*
Gerald Stanvitch,
Administrative Director

Image Attached: Wyoming Mutual Aids_Page_10.jpg

AGREEMENT

This agreement, made and entered into between the County of Wyoming, and the County of Luzerne, both bodies politic and corporate under the laws of the Commonwealth of Pennsylvania;

Whereas, the experience of public safety officials and other emergency service providers indicates that people generally do not know the proper telephone number to call to obtain police, fire or emergency medical assistance; and

Whereas, travelers and persons in unfamiliar neighborhoods do not know what jurisdiction they are in, and therefore, are unaware of which governmental agency is responsible for providing assistance to the area from which they are calling; and

Whereas, the installation of a 911 telephone system will provide one common number to call to receive public safety assistance and will assure the caller that his request for assistance will be answered and the appropriate agency dispatched as a result of dialing 911; and

Whereas, it is understood that if there are times when mechanical or other factors cause the call not to be selectively routed, the call will be routed to the proper dispatch center.

Now, therefore, in consideration of the terms, conditions and covenants set forth herein, the County of Wyoming and the County of Luzerne agree as follows:

ARTICLE I. GENERAL PURPOSE

It is the purpose of this Agreement to establish procedures for receiving 911 calls and for extending or relaying the calls to the proper dispatching center so that the appropriate emergency service agency will provide assistance to the caller without requiring the caller to dial another number.

ARTICLE II. DEFINITIONS

- A. "Relay" or "relayed" means a process whereby the telephone answerer receives the call, takes the information from the caller and thereafter transfers the essential information to the proper emergency responder. In this procedure, the caller does not speak to the emergency responder.
- B. "Extend" or "extended" means a process whereby the telephone answerer receives the call and mechanically or electronically connects the caller with a third party.

Image Attached: Wyoming Mutual Aids_Page_11.jpg

ARTICLE III. CONDITIONS

- A. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee, principal-agent or copartnership relationship between the parties.
- B. The costs of operating the dispatch centers of Wyoming County and Luzerne County shall remain the responsibilities of the respective counties, except as herein provided.
- C. This Agreement applies to 911 telephone calls which originate in a telephone exchange which directs the calls to the wrong dispatch center.

ARTICLE IV. PROCEDURES

- A. 911 calls originating in a portion of a Wyoming County telephone exchange which is in another county will be forwarded to the proper dispatching center if Wyoming County is not that center.
- B. Each party shall accept 911 calls from the listed exchanges and shall answer the calls and shall take the following action, as is deemed most appropriate:
 1. In cases when the request for service from the public can be accurately and expeditiously "relayed" to the dispatching center, the following information shall be relayed over dial up or leased lines.
 - a. Type of incident/action requested;
 - b. Location or address where emergency service is needed;
 - c. Community or jurisdiction
 - d. Name and telephone number of caller, if known;
 - e. Time call was received.
 2. In cases when the emergency service to be rendered to the caller can be provided more expeditiously by having the caller speak directly to the dispatcher, the call will be "extended" to the dispatching center on dial-up or leased lines.
 3. In cases, when, in the judgement of the person originally receiving the call, circumstances require immediate, direct contact with the dispatcher, the point-to-point radio may be used to relay a message. To the extent possible, the message format described in 1 above shall be used.
 4. In situations when the address or the location of the incident are not clearly identified, the telephone answerer shall attempt to keep the caller on the line while relaying the message to the dispatcher.
 5. The parties shall provide telephone service which will allow the public safety answering personnel to remain on the line as the third party when the calls are "extended". The answering personnel can either remain connected to the conference call or can drop out of the circuit without affecting the call in progress.

Image Attached: Wyoming Mutual Aids_Page_12.jpg

December 9, 1992

ATTACHMENT TO 911 AGREEMENT BETWEEN LUZERNE AND WYOMING COUNTIES

Paragraph 5, first page:

Whereas, it is understood that because of costs and other factors some exchanges in the two counties will not be selectively routed and, therefore, 911 calls from portions of these exchanges will be routed to a dispatching center other than the one that serves the area from which the call originated.

Article III, Conditions, paragraph C.

This Agreement applies to 911 telephone calls which originate from the Harveys Lake, Dallas exchange and are routed to Luzerne County, and 911 telephone calls that originate in the Noxen, Harding and Centermoreland exchanges, parts of which are located in Luzerne County.

Article IV, Procedures, paragraph A.

911 calls originating in that portion of the Harveys Lake, Dallas exchange which is in Wyoming County will be received by the Luzerne County Dispatching Center and will be dispatched by Luzerne County or forwarded to Wyoming County depending on the area in which the response unit resides.

Image Attached: Wyoming Mutual Aids_Page_13.jpg

- 6. If it is determined at a later date that it is necessary to provide other telephone equipment or procedures so as to be able to accomplish the purposes of this Agreement, amendments to this Agreement may be executed identifying the cost obligations of each party for such additional equipment or service.

ARTICLE V. RELATIONSHIP BETWEEN THE PARTIES

In consideration of the mutual services provided herein, both parties agree that nothing contained herein intended to be or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual counties are and shall remain independent entities with respect to all services performed under this Agreement. Each county represents that it has, or will secure at its expense, all personnel required in performing its service obligation under this Agreement and that the acts of its employees performing the service under this Agreement shall be the acts of employees of that county alone. Each county covenants to hold harmless the other county for any and all claims whatsoever arising out of the acts or omissions of enumerated mutual services. Each county agrees that in the performance of this mutual service its employees shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from the other county to this Agreement, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, disability, Worker's Compensation, Unemployment Compensation, severance pay, etc.

IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the 22 day of October, 1992.

Upon proper execution this Agreement will be equally valid and binding.

COUNTY OF WYOMING, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

Attest: [Signature]
Chief Clerk

COUNTY OF LUZERNE, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

Attest: [Signature]
Chief Clerk / ADMINISTRATOR

Image Attached: Wyoming Mutual Aids_Page_14.jpg**AGREEMENT**

THIS AGREEMENT, made and entered into between the COUNTY OF WYOMING, and the COUNTY OF SULLIVAN, both bodies politic and corporate under the laws of the Commonwealth of Pennsylvania;

WHEREAS, the experience of public safety officials and other emergency service providers indicates that people generally do not know the proper telephone number to call to obtain police, fire or emergency medical assistance; and

WHEREAS, travelers and persons in unfamiliar neighborhoods do not know what jurisdiction they are in and, therefore, are unaware of which governmental agency is responsible for providing assistance to the area from which they calling; and

WHEREAS, the installation of a 911 telephone system will provide one common number to call to receive public safety assistance and will assure the caller that his request for assistance will be answered and the appropriate agency dispatched as a result of dialing 9-1-1; and

WHEREAS, it is understood that because of costs and other factors some exchanges in the two counties will not be selectively routed and, therefore, 911 calls from portions of these exchanges will be routed to a dispatching center other than the one that serves the area from which the call originated.

NOW, THEREFORE, in consideration of the terms, conditions and covenants set forth herein, the County of Wyoming and the County of Sullivan agree as follows:

ARTICLE I. GENERAL PURPOSE

It is the purpose of this Agreement to establish procedures for receiving 911 calls and for extending or relaying the calls to the proper dispatching center so that the appropriate emergency service agency will provide assistance to the caller without requiring the caller to dial another number.

ARTICLE II. DEFINITIONS

- A. "Relay" or "Relayed" means a process whereby the telephone answerer receives the call, takes the information from the caller and thereafter transfers the essential information to the dispatcher. In this procedure, the caller does not speak to the dispatcher.
- B. "Extend" or "Extended" means a process whereby the telephone answerer receives the call and mechanically or electronically connects the caller with the dispatcher.

Image Attached: Wyoming Mutual Aids_Page_15.jpg

ARTICLE III. CONCLUSIONS

- a. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee, principal-agent or partnership relationship between the parties.
- b. The costs of operating the dispatch centers of Wyoming County and Sullivan County shall remain the responsibilities of the respective counties, except as herein provided.
- c. This Agreement applies to 911 telephone calls which originate from the Mehoopan exchange and are routed to the Wyoming County Dispatching Center and to calls which originate from the Dushore exchange and are routed to the Wyoming County Dispatching Center.

ARTICLE IV. PROCEDURES

- a. 911 Calls originating in that portion of the Mehoopan exchange which is in Sullivan County will be received by the Wyoming County Dispatching Center and will be forwarded to the Wyoming County Dispatching Center.
- b. 911 Calls originating in that portion of the Dushore exchange which is in Wyoming County will be received by the Wyoming County Dispatching Center and will be forwarded to the Wyoming County Dispatching Center.
- c. Each party shall accept 911 calls from the listed exchanges and shall answer the calls and shall take the following action, as is deemed most appropriate:
 1. In cases when the request for service from the public can be accurately and expeditiously "relayed" to the dispatching center, the following information shall be relayed over dial-up or leased lines.
 - a. Type of incident/action requested;
 - b. Location or address where emergency service is needed;
 - c. Community or jurisdiction;
 - d. Name and telephone number of caller, if known;
 - e. Time call was received.
 2. In cases when the emergency service to be rendered to the caller can be provided more expeditiously by having the caller speak directly to the dispatcher, the call will be "extended" to the dispatching center on dial-up or leased lines.
 3. In cases, when, in the judgment of the person originally receiving the call, circumstances require immediate, direct contact with the dispatcher, the point-to-point radio may be used to relay a message. To the extent possible, the message format described in 1 above shall be used.

Image Attached: Wyoming Mutual Aids_Page_16.jpg

- D. In situations when the address or the location of the incident are not clearly identified, the telephone answerer shall attempt to keep the caller on the line while relaying the message to the dispatcher.
- E. The parties shall provide telephone service which will allow the public safety answering personnel to remain on the line as the third party when the calls are "extended" to the dispatching location and the answering personnel can either remain connected to the conference call or can drop of the circuit without affecting the call in progress.
- F. If it is determined at a later date that it is necessary to provide other telephone equipment or procedures so as to be able to accomplish the purposes of this Agreement, amendments to this Agreement may be executed identifying the cost obligations of each party for such additional equipment or service.

ARTICLE V. RELATIONSHIP BETWEEN THE PARTIES

In consideration of the mutual services provided herein, both parties agree that nothing contained herein intended to be or should be construed in any manner as creating or establishing the relationship of copartners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual counties are and shall remain independent entities with respect to all services performed under this Agreement. Each county represents that it has, or will secure at its expense, all personnel required in performing its service obligation under this Agreement and that the acts of its employees performing the service under this Agreement shall be the acts of employees of that county alone. Each county covenants to hold harmless the other county, for any and all claims whatsoever arising out of the acts or omissions of its officers, agent or employees while engaged in providing the above enumerated mutual services. Each county agrees that in the performance of this mutual service its employees shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from the other county to this Agreement, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, Disability, Worker's Compensation, unemployment compensation, severance pay, etc.

Image Attached: Wyoming Mutual Aids_Page_17.jpg

IN WITNESS WHEREOF, the parties hereto have signed this Agreement on the Eighteenth day of February, 1922.

COUNTY OF WYOMING, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

Upon proper execution
this Agreement will ATTEST:
be legally valid and
binding.

[Signature]
Chief Clerk

COUNTY OF SULLIVAN, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

ATTEST: [Signature]
Chief Clerk

Image Attached: Wyoming Mutual Aids_Page_18.jpg

This Agreement, made and entered into between the County of Wyoming and the County of Susquehanna, both bodies politic and corporate under the laws of the Commonwealth of Pennsylvania:

Whereas, the experience of public safety officials and other emergency service providers indicates that people generally do not know the proper telephone number to call to obtain police, fire or emergency medical assistance; and

Whereas, travelers and persons in unfamiliar neighborhoods do not know what jurisdiction they are in and, therefore, are unaware of which governmental agency is responsible for providing assistance to the area from which they are calling; and

Whereas, the installation of a 911 telephone system will provide one common number to call to receive public safety assistance and will assure the caller that his request for assistance will be answered and the appropriate agency dispatched as a result of dialing 911; and

Whereas, it is understood that because of costs and other factors some exchanges in the two counties will not be selectively routed and, therefore, 911 calls from portions of these exchanges will be routed to a dispatching center other than the one that serves the area from which the call originated.

Now, therefore, in consideration of the terms, conditions and covenants set forth herein, the County of Wyoming and the County of Susquehanna agree as follows:

ARTICLE I. GENERAL PURPOSE

It is the purpose of this Agreement to establish procedures for receiving 911 calls and for extending or relaying the calls to the proper dispatching center so that the appropriate emergency service agency will provide assistance to the caller without requiring the caller to dial another number.

ARTICLE II. DEFINITIONS

- A. "Relay" or "Relayed" means a process whereby the telephone answerer receives the call, takes the information from the caller and thereafter transfers the essential information to the dispatcher. In this procedure, the caller does not speak to the dispatcher.
- B. "Extend" or "Extended" means a process whereby the telephone answerer receives the call and mechanically or electronically connects the caller with the dispatcher.

ARTICLE III. CONDITIONS

- A. The services provided as a result of this Agreement are considered services to the general public and this Agreement shall not be construed to create an employer-employee, principal-agent or copartnership relationship between the parties.
- B. The costs of operating the dispatch centers of Wyoming County and Susquehanna County shall remain the responsibilities of the respective counties, except as herein provided.
- C. This Agreement applies to 911 telephone calls which originate from the Mehoopany and Laceyville exchanges and are routed to the Wyoming County Dispatching Center.

ARTICLE IV. PROCEDURES

- A. 911 calls originating in that portion of the Mehoopany and Laceyville exchanges which are in Susquehanna County will be received by the Wyoming County Dispatching Center and will be forwarded to the Susquehanna County Dispatching Center.
 - B. 911 calls originating in that portion of the Springville exchange which is in Wyoming County will be received and dispatched by Susquehanna County Dispatching Center.
 - C. Each party shall accept 911 calls from the listed exchanges and shall answer the calls and shall take the following action, as is deemed most appropriate:
 1. In cases when the request for service from the public can be accurately and expeditiously "relayed" to the dispatching center, the following information shall be relayed over dial up or leased lines.
 - a. Type of incident/action requested;
 - b. Location of address where emergency service is needed;
 - c. Community or jurisdiction;
 - d. Name and telephone number of caller, if known;
 - e. Time call was received.
- In cases when the emergency service to be rendered to the caller can be provided more expeditiously by having the caller speak directly to the dispatcher, the call will be "extended" to the dispatching center on dial-up or leased lines.

Image Attached: Wyoming Mutual Aids_Page_19.jpg

require immediate, direct contact with the dispatcher, the point-to-point radio may be used to relay a message. To the extent possible, the message format described in 1 above shall be used.

In situations when the address or the location of the incident are not clearly identified the telephone answerer shall attempt to keep the caller on the line while relaying the message to the dispatcher.

The parties shall provide telephone service which will allow the public safety answering personnel to remain on the line as the third party when the calls are "extended" to the dispatching center. The answering personnel can either remain connected to the conference call or can drop out of the circuit without affecting the call in progress. If it is determined at a later date that it is necessary to provide other telephone equipment or procedures so as to be able to accomplish the purposes of this Agreement, amendments to this Agreement may be executed identifying the cost obligations of each party for such additional equipment or service.

ARTICLE V. RELATIONSHIP BETWEEN THE PARTIES

In consideration of the mutual services provided herein, both parties agree that nothing contained herein intended to be or should be construed in any manner as creating or establishing a relationship of copartners between the parties hereto or as constituting an agency relationship in any manner whatsoever. The individual counties are and shall remain independent entities with respect to all services performed under this Agreement. Each county represents that it has, or will secure at its expense, all personnel required in performing its service obligation under this Agreement and that the acts of its employees performing the service under this Agreement shall be the acts of employees of the county alone. Each county covenant to hold harmless the other county for any and all claims whatsoever arising out of the acts or omissions of its officers, agent or employees while engaged in providing the above enumerated mutual services. Each county agrees that in the performance of this mutual service its employees shall not require nor be entitled to any compensation, rights or benefits of any kind whatsoever from the other county to this Agreement, including, without limitation, tenure rights, medical and hospital care, sick and vacation leave, disability, Worker's Compensation, employment compensation, severance pay, etc.

Witness whereof, the parties hereto have signed this Agreement on the 10 day of September, 1992.

COUNTY OF WYOMING, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

on proper execution this Agreement shall be legally valid and binding.

ATTEST: [Signature]
Chief Clerk

COUNTY OF SUSQUEHANNA, COMMONWEALTH OF PENNSYLVANIA

By: [Signature]
Chairman of its County Board

ATTEST: [Signature]
Chief Clerk

Attachments to (3.2. Inter-Agency/Inter-City/County Agreements/Mutual Aid Agreements):

- 1) [Wyoming Mutual Aids Page 01.jpg](#)
- 2) [Wyoming Mutual Aids Page 02.jpg](#)
- 3) [Wyoming Mutual Aids Page 03.jpg](#)
- 4) [Wyoming Mutual Aids Page 04.jpg](#)
- 5) [Wyoming Mutual Aids Page 05.jpg](#)
- 6) [Wyoming Mutual Aids Page 06.jpg](#)
- 7) [Wyoming Mutual Aids Page 07.jpg](#)
- 8) [Wyoming Mutual Aids Page 08.jpg](#)
- 9) [Wyoming Mutual Aids Page 09.jpg](#)
- 10) [Wyoming Mutual Aids Page 10.jpg](#)
- 11) [Wyoming Mutual Aids Page 11.jpg](#)
- 12) [Wyoming Mutual Aids Page 12.jpg](#)
- 13) [Wyoming Mutual Aids Page 13.jpg](#)
- 14) [Wyoming Mutual Aids Page 14.jpg](#)
- 15) [Wyoming Mutual Aids Page 15.jpg](#)
- 16) [Wyoming Mutual Aids Page 16.jpg](#)
- 17) [Wyoming Mutual Aids Page 17.jpg](#)
- 18) [Wyoming Mutual Aids Page 18.jpg](#)
- 19) [Wyoming Mutual Aids Page 19.jpg](#)

3.3. Explanation of Modifications/Changes to Original Plan

Wyoming County upgraded their CAD system from Total Enforcement to SunGard.

3.4. Compliance with Pennsylvania Code Requirements

Compliance with Pennsylvania Code Minimum Standards for PSAPs REQUIREMENTS	Wyoming County Complies		Comments
	YES	NO	
The law enforcement, fire protection, emergency medical services, rescue services and advanced life support services within the boundaries of the political subdivision shall be included.	X		
The system shall operate on a 24-hours a day, 7 days per week basis.	X		
9-1-1 related calls shall be answered by trained operators dedicated to 9-1-1 operations.	X		
Ninety percent of 9-1-1 calls shall be answered within 10 seconds.	X		
Incoming 9-1-1 calls shall be recorded via a multi-track voice recorder.	X		
9-1-1 operators shall record incoming calls at their respective answering station to allow for instant playback.	X		
Voice recorded 9-1-1 information shall be archived for at least 30 days.	X		
A PSAP shall have stand-by emergency electrical power generation equipment and sufficient fuel supply to sustain operation for a minimum of 7 days. PSAPs Federally funded under civil defense/emergency management shall maintain a 14-day fuel supply.	X		
A minimum of two lines for each established exchange or central office shall be provided for incoming 9-1-1 calls.	X		
A minimum of two administrative lines shall be provided for non-emergency or routine, or both, calls.	X		
Each 9-1-1 PSAP shall have the ability to force a disconnect with a calling party.	X		
Public pay stations, semi public pay stations and COCOTs [Customer Owned Coin Operated Telephones] shall have access to 9-1-1 without coin insertion or other charge.	X		
If no local address is available, the County or PSAP shall adopt a grid system, zip code identifier or other acceptable identifier method for support of dispatch and emergency service response to rural locations. The predicted number of addresses not in the data base shall be listed as a description of the identifying method chosen.	X		
If ANI and ALI or computer aided dispatch equipment is utilized, an uninterruptable power supply shall be employed. This is in addition to the required standby electrical power generator.	X		
If ANI and ALI are employed, the following minimum data shall be displayed except in the case of party lines or mobile lines: (A) the telephone number of the calling party. (B) The name of the calling party. (C) The address or identifier of the calling phone party.	X		
Adjacent PSAPs in contiguous counties and all PSAPs within the County shall be connected via private dedicated lines.	X		

Mutual Aid agreements required for sharing and dispatching emergency services shall be executed under 35 Pa. C.S.A. § 7504 (relating to coordination, assistance and mutual aid) to enhance emergency response capability. Procedures shall be developed with adjacent counties, if appropriate, to provide for emergency responses to fringe areas of city/county and calls received over foreign exchange lines.	X		See section 3.2
The 9-1-1 access shall be provided to cellular telephone, improved mobile telephone service or a system which provides voice telephone service to a mobile station.	X		
The 9-1-1 operators, dispatch personnel and supervisors shall receive a minimum 200 hours classroom and hands on instruction. The APCO training course or a similar course that is used is subject to [Agency] approval. In addition to minimum training requirements, a county may require additional training at its discretion.	X		
Arrangements for bilingual support or subscription to AT&T's language line or similar service shall be provided.	X		
TDD/TTY service shall be provided.	X		
The primary PSAP shall have the capability to receive and transmit watches and warnings from the Agency warning network and function according to the standards of the network.	X		
The PSAP shall provide an interconnect to the statewide radio system (800Mhz) or other systems prescribed by the agency.	X		
Incoming 9-1-1 calls to a PSAP shall generate an audible signal.	X		
The PSAP shall provide identification and explanation of routing profiles.	X		
The PSAP shall have a minimum of two answering positions.	X		
The PSAP shall provide call progress signals.	X		
The PSAP shall possess immediate/splash ringing.	X		
The primary PSAP senior supervisor/manager shall be designated as the county warning and communications officer.	X		
The appointed county 9-1-1 coordinator may not be in conflict with the duties of the county emergency management coordinator.	X		
Supporting documentation describing the geographic location and special relationships of the 9-1-1 primary PSAP (county/city) to the emergency operations center shall be provided in the application.	X		
Supporting documentation describing the organizational structure, message handling process between PSAPs and emergency operations center during emergencies, and supporting communications between PSAPs and between PSAPs and emergency operations center during emergencies shall be provided in the application.	X		
Manual Transfer Manual transfer shall allow transfer of a received call to a dialed number.	X		
Default Routing The capability to route a 9-1-1 call to a designated default PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.	X		
Alternate Routing	X		

The capability of routing 9-1-1 calls to a designated alternate location if all the 9-1-1 trunks to the primary PSAP are busy. It may also be activated upon request when 9-1-1 equipment fails or the PSAP itself is disabled.			
Selective Routing Selective routing is directed by selective routing tables which are defined by local jurisdictions. The selective routing file resides in the control office or CPE.	X		
Automatic Call Distributor Equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received or holds calls until a call attendant becomes available.	X		
Computer Aided Dispatch (CAD) interface option The means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.	X		
CPE [Customer Premises Equipment] Terminal equipment at a PSAP or secondary answering location.	X		
Conferencing The capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency.	X		
ALI [Automatic Location Identification] The ALI, when employed, shall have the capability to display the correct PSAP and responsible law enforcement, fire, emergency medical services and other public safety agencies. The ALI shall be operated and maintained at a level sufficient to ensure that the ALI display will be retrieved in less than 5 seconds for 95 out of 100 attempts during the average busy hour.	X		
ALI/ANI [Automatic Location Identification/Automatic Number Identification] ANI/ALI shall follow the call to each position which picks up a call even if simultaneous pickup occurs and on transfers to other 9-1-1 equipped PSAPs and on transfer of 9-1-1 calls.	X		
ALI features: The following features are required if ALI is employed:			
(A) The ALI file will be accessed from the PSAP when ANI data associated with the call is identified.	X		
(B) ALI will display the name and address associated with the dialing telephone number once the PSAP receives the 9-1-1 call.	X		
(C) ALI identifies the type of telephone service; that is, coin phone, residence or business.	X		
(D) ALI identifies the emergency service number of the location of the emergency services requestor which, in turn, identifies the law enforcement, fire, emergency medical services, and other emergency responders for the calling address.	X		
(E) ALI data is retained and redisplayed when a call placed on hold is retrieved by the PSAP call attendants.	X		
(F) An address that does not have a telephone service will not have a file in the ALI database. However it shall be identified in the accepted grid base, zip code identifier or other approved system.	X		
ALI/ANI Transfer	X		

If ALI/ANI is employed, transfer capabilities shall be consistent and reliable. Transfers between appropriately equipped PSAPs shall include full ANI and ALI capabilities even if a cross tandem transfer is involved. If ALI transfer is not technically possible, access via a secondary inquiry is permissible.			
Conference Release If three-way conferencing is employed, release of the call shall allow the transferring PSAP to leave the call without disrupting the connection between the 9-1-1 caller and the agency the call was transferred to.	X		
Three Way Conferencing Three-way calling among the 9-1-1 caller, the transferring agency, and the transferred to agency, shall be initiated with the operation of an add-on button to obtain dial tone and the dialing of that agency's number.	X		
Selective Transfer Selective transfer shall automatically transfer or receive a 9-1-1 call to an agency providing the service required as designated by the emergency service number.	X		
Emergency Broadcast Interconnection Automatic ring down or tie line interconnect between the primary PSAP and the operational area emergency broadcast station common primary control station is an eligible enhancement feature.	X		
Incident Reporting System The City/County complies with the current Agency reporting system.	X		

3.5. List of Participating Agencies (Police, Fire, EMS)

Wyoming County 911

EMS Departments:

Franklin-Northmoreland Ambulance

Dispatched as: Station 535

Municipalities Served: Franklin and Northmoreland Townships

Mehoopany Ambulance – (FWM Ambulance)

Dispatched as: Station 4

Municipalities Served: Mehoopany, Forkston, North Branch, as well as part of Windham Township.

Noxen Ambulance

Dispatched as: Station 36

Municipalities Served: Noxen Township

Tunkhannock Ambulance

Dispatched as: Station 1

Municipalities Served: Eaton, Lemon, and Tunkhannock Townships as well as Tunkhannock Borough.

Fire Departments:

Franklin Fire Company

Dispatched as: Station 135

Municipalities served: Franklin Township

Lake Carey Fire Company

Dispatched as: Station 69

Municipalities Served: None, mutual aid request only

Mehoopany Fire Company

Dispatched as: Station 3

Municipalities Served: Mehoopany and North Branch Townships as well as parts of Forkston and Windham Townships

Nicholson Fire Company

Dispatched as: Station 17

Municipalities Served: Nicholson Borough and Nicholson Township as well as parts of Lenox and Lathrop Townships

Noxen Fire Company

Dispatched as: Station 101

Municipalities Served: Noxen Township

Triton Hose Company

Dispatched as: Station 7

Municipalities Served: Eaton, Lemon, and Tunkhannock Townships as well as Tunkhannock Borough

Laceyville

Dispatched as: Station 5

Municipalities Served: Laceyville Borough, Auburn, Braintrim, and Meshoppen Townships. Also parts of Windham and Tuscarora Townships

Combined Fire and EMS Departments:

Factoryville

Dispatched as: Station 9/Ambulance 9

Municipalities Served: Clinton, Nicholson, Benton, Lathrop, Laplume, and Lenox Townships as well as Factoryville and Nicholson Boroughs

Lake Winola

Dispatched as: Station 12/Ambulance 12

Municipalities Served: Exeter, Falls, and Overfield Townships

Fleetville

Dispatched as: Station 63/Squad 63

Municipalities Served: Benton Township as well as parts of Nicholson Township

Northmoreland

Dispatched as: Station 140 / Rescue 140

Municipalities Served: Northmoreland Township

Meshoppen

Dispatched as: Station 2/Ambulance 2

Municipalities Served: Meshoppen and Laceyville Boroughs, Meshoppen, Auburn, Braintrim Townships. Washington, Also parts of Tuscarora and Windham Townships

Paramedic Units:

Commonwealth Health

Dispatched as: Commonwealth

Municipalities Served: Auburn, Braintrim, Clinton, Eaton, Exeter, Falls, Forkston, LaPlume Lathrop, Lemon, Lenox, Mehoopany, Meshoppen, Nicholson, North Branch, Overfield, Tunkhannock, Tuscarora, Washington, and Windham Townships. Along with Factoryville, Laceyville Meshoppen, Tunkhannock, and Nicholson Boroughs.

Dive Unit:

Tunkhannock Ambulance Dive Rescue Team

Dispatched as: Station 1 Dive

Municipalities Served: Auburn, Braintrim, Clinton, Eaton, Exeter, Falls, Forkston, LaPlume Lathrop, Lemon, Lenox, Mehoopany, Meshoppen, Monroe, Nicholson, North Branch, Noxen, Northmoreland, Overfield, Tunkhannock, Tuscarora, Washington, and Windham Townships. Along with Factoryville, Laceyville Meshoppen, Tunkhannock, and Nicholson Boroughs.

POLICE DEPARTMENTS:

Tunkhannock Township Police Department

Coverage Area: Tunkhannock Township, Falls Township

Meshoppen Borough Police Department

Coverage Area: Meshoppen Borough, Meshoppen Township, Mehoopany Township, Washington Township

Laceyville Borough Police Department

Coverage Area: Laceyville Borough,

Tunkhannock Borough Police Department

Coverage Area: Tunkhannock Borough

Overfield Township Police Department

Coverage Area: Overfield Twp, Northmoreland Twp, Factoryville Boro, Nicholson Boro

Wyoming County Sheriff

ORI: PA0660000

Coverage Area: Wyoming County

Wyoming County Detectives

ORI: PA0660500

Coverage Area: Wyoming County

3.6. List of Additional Agencies Served

Listed below are additional agencies served by Wyoming 9-1-1. These agencies are notified in emergency situations by County 9-1-1 upon request of the additional agencies via telephone or pager:

District Attorney
Coroner
Juvenile Probation Office
Adult Probation Office
Sheriff
District Magistrate's Office
Domestic Relations Office
Children and Youth Agency
Pennsylvania Department of Transportation
County and Municipal Authorities
Utilities serving Wyoming County
Women's Resource Center
Pennsylvania Fish Commission
Pennsylvania Game Commission
Pennsylvania Department of Forestry
Pennsylvania Department of Environmental Protection
EMA
Red Cross

3.7. Special Considerations

The following information is provided in order to give the agency a better understanding of the challenges potentially faced by the Wyoming County 9-1-1 system. An emergency at any of the facilities, entities, or locations listed below have the ability to seriously impact the County's 9-1-1 system:

Airports

Sky Haven Airport

Major Highways

Interstate

Railways/Freight Service

Reading Northern Railroad

Major Waterways

Susquehanna River

Major Institutions

Tunkhannock Middle School

Tunkhannock High School

Roslund Elementary School

Mill City Elementary School

Evans Falls Elementary School

Mehoopany Elementary School

Lackawanna Trail High School

Lackawanna Trail Elementary School

St. Mikes School for Boys

Sunshine Nursery School

Hickory Dickory Dock

Keystone College

CDC Headstart

New Hope Academy

Pilgrim Holiness Private School

Mercy Tyler Hospital

Personal Care Facilities/Nursing Homes

Prisons

Wyoming County Jail

Chemical Refineries/Plants Processing Large Amounts of Chemicals (SARA Sites)

There are SARA facilities including water treatment plants, sanitary landfills, Kane Warehouse, and Proctor & Gamble manufacturing facility.

4.1. Population Density

Local Governments

<u>Townships</u>	<u>Population</u>
Braintrim	508
Clinton	1,343
Eaton	1,644
Exeter	748
Falls	1,997
Forkston	386
Lemon	1,189
Mehoopany	993
Meshoppen	877
Monroe	1,836
Nicholson	1,361
North Branch	197
Northmoreland	1,463
Noxen	951
Overfield	1,532
Tunkhannock	4,298
Washington	1,265
Windham	828
<u>Boroughs</u>	
Factoryville	1,108
Laceyville	396
Meshoppen	459
Nicholson	713
Tunkhannock	1,911
TOTAL	28,003

Source: Census Bureau, Census 2013

Wyoming County

Pennsylvania

Population, 2013--28,003 estimate

Population, 2010--28,276 estimate

Persons under 5 years, percent, 2013 5.1%

Persons under 18 years, percent, 2013 20.7%

Persons 65 years and over, percent, 2013 18.0%

Female persons, percent, 2013 49.9%

White alone, percent, 2013 97.4%

Black or African American alone, percent, 2013 0.9%

American Indian and Alaska Native alone, percent, 2013 0.2%

Asian alone, percent, 2013 0.5%

Native Hawaiian and Other Pacific Islander alone, percent, 2013 0.0%

Two or More Races, percent, 2013 1.0%

Hispanic or Latino, percent, 2013 1.8%
 White alone, not Hispanic or Latino, percent, 2013 95.8%

Living in same house 1 year & over, percent, 2009-2013 90.2%
 Foreign born persons, percent, 2009-2013 1.3%
 Language other than English spoken at home, pct age 5+, 2009-2013 2.7%
 High school graduate or higher, percent of persons age 25+, 2009-2013 89.2%
 Bachelor's degree or higher, percent of persons age 25+, 2009-2013 17.4%
 Veterans, 2009-2013 2,471
 Mean travel time to work (minutes), workers age 16+, 2009-2013 26.2%
 Housing units, 2013 13,238
 Homeownership rate, 2009-2013 77.6%
 Housing units in multi-unit structures, percent, 2009-2013 10.0%
 Median value of owner-occupied housing units, 2009-2013 \$155,100
 Households, 2009-2013 10,992
 Persons per household, 2009-2013 2.49
 Per capita money income in past 12 months (2013 dollars), 2009-2013 \$24,195
 Median household income, 2009-2013 \$48,482
 Persons below poverty level, percent, 2009-2013 12.1%

Business QuickFacts

Wyoming County

Pennsylvania

Private nonfarm establishments, 2012 658
 Private nonfarm employment, 2012 10,851
 Private nonfarm employment, percent change, 2011-2012 32.1%
 Nonemployer establishments, 2012 1,780
 Total number of firms, 1,865
 Black-owned firms, percent, 4.6%
 American Indian- and Alaska Native-owned firms, percent, 0.3%
 Asian-owned firms, percent, 3.2%
 Native Hawaiian and Other Pacific Islander-owned firms, percent, 0.0%
 Hispanic-owned firms, percent, 2.3%
 Women-owned firms, percent, 27.0%

Merchant wholesaler sales, (\$1000) \$95,247
 Retail sales, (\$1000) \$288,579
 Retail sales per capita, \$10,329
 Accommodation and food services sales, (\$1000) \$22,304
 Building permits, 2012 39

Geography QuickFacts

Wyoming County

Pennsylvania

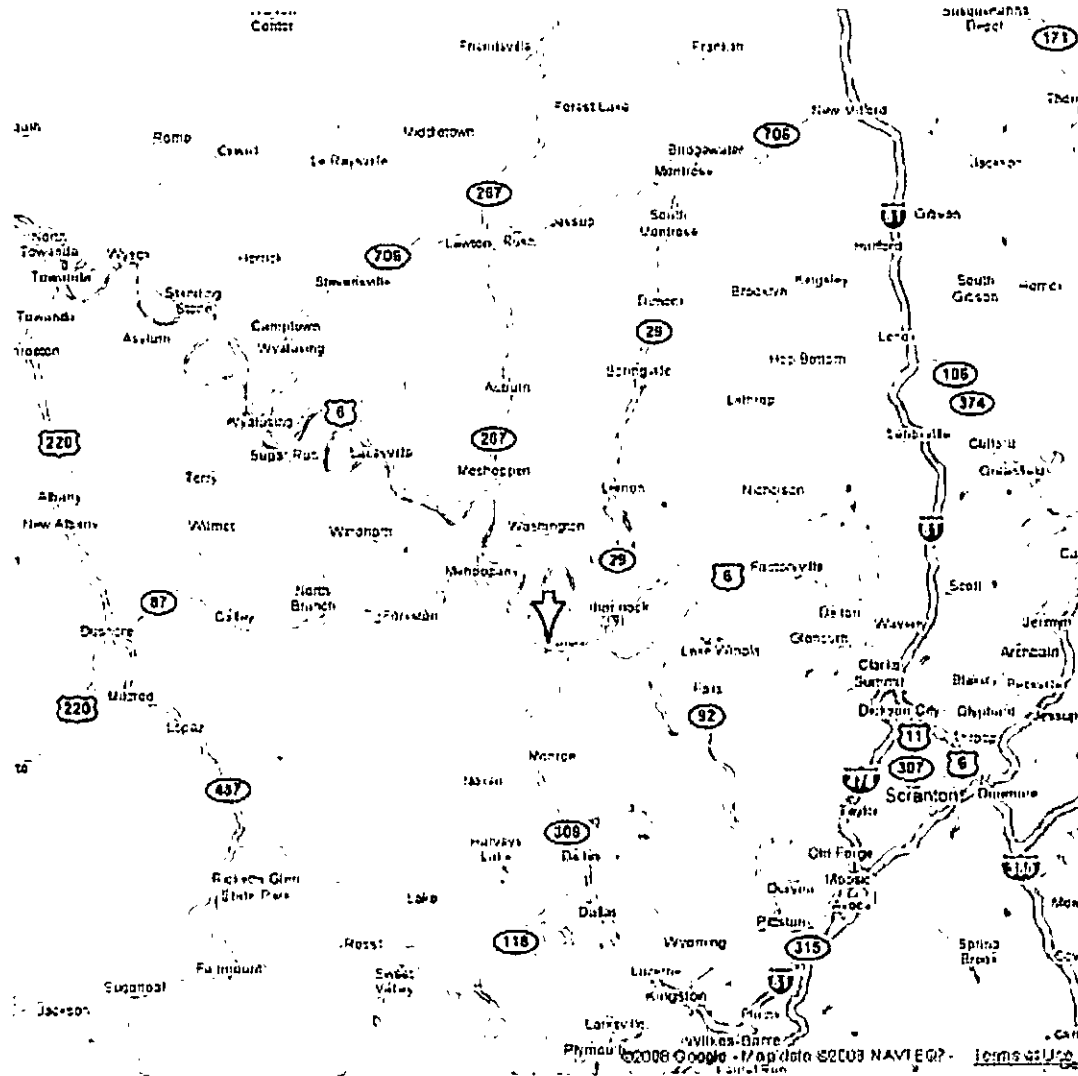
Land area in square miles, 397.32
 Persons per square mile, 71.2
 Persons per square mile definition and source info FIPS Code 131
 Metropolitan or Micropolitan Statistical Area Scranton--Wilkes-Barre--Hazleton

***4.2. Major Transportation Routes and Municipalities within the County,
Neighboring Counties and States***



Image Attached: roadways.jpg

Wyoming County PA



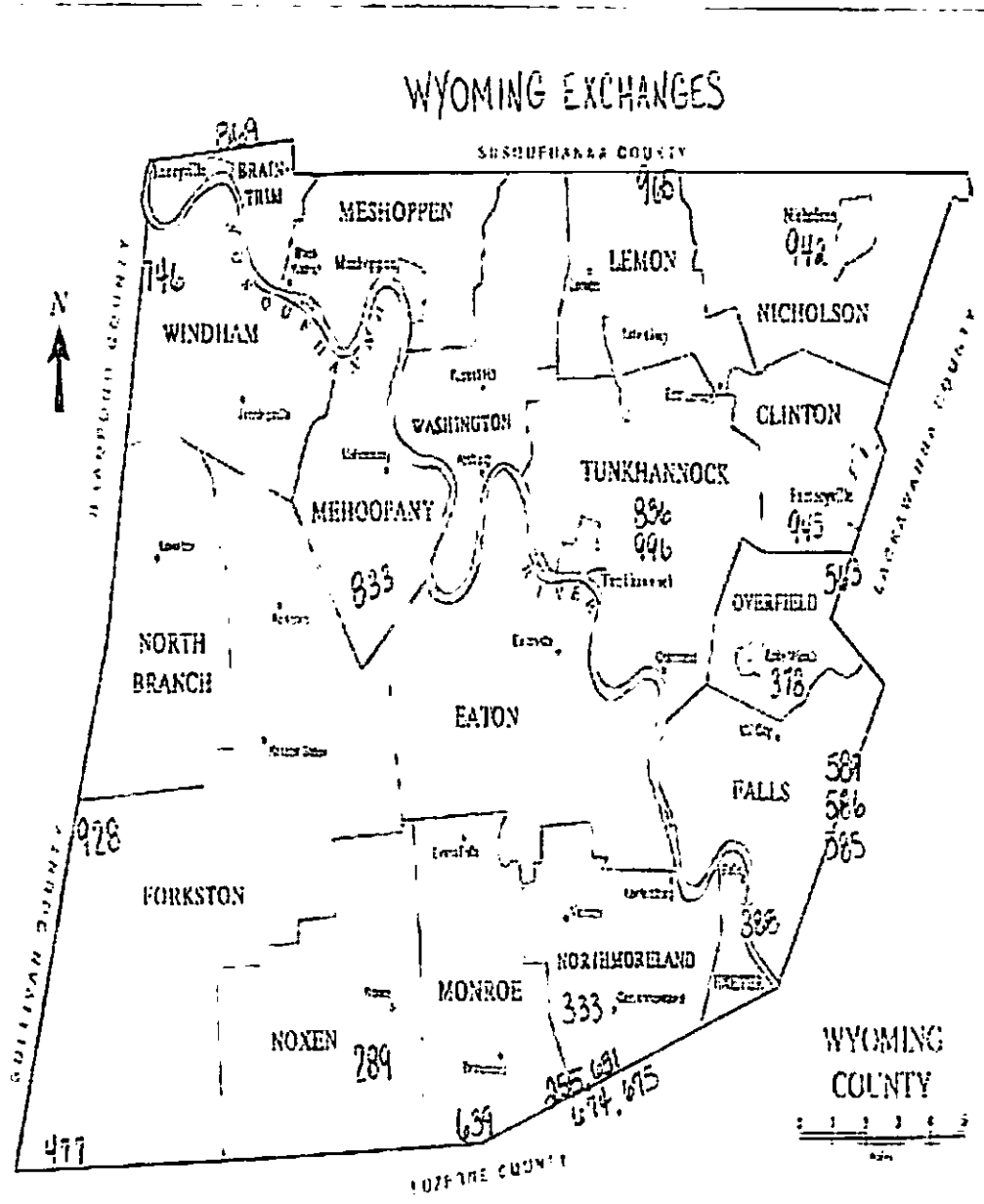
Attachments to (4.2. Major Transportation Routes and Municipalities within the County, Neighboring Counties and States):

1) roadways.jpg

4.3. Wireline Telephone Service Areas, Central Office Boundaries &/or Wire Center Boundaries

Following is a map showing Wyoming County exchanges that are provided by Frontier Telephone Company.

Image Attached: Wyoming Exchanges.jpg



Attachments to (4.3. Wireline Telephone Service Areas, Central Office Boundaries &/or Wire Center Boundaries):

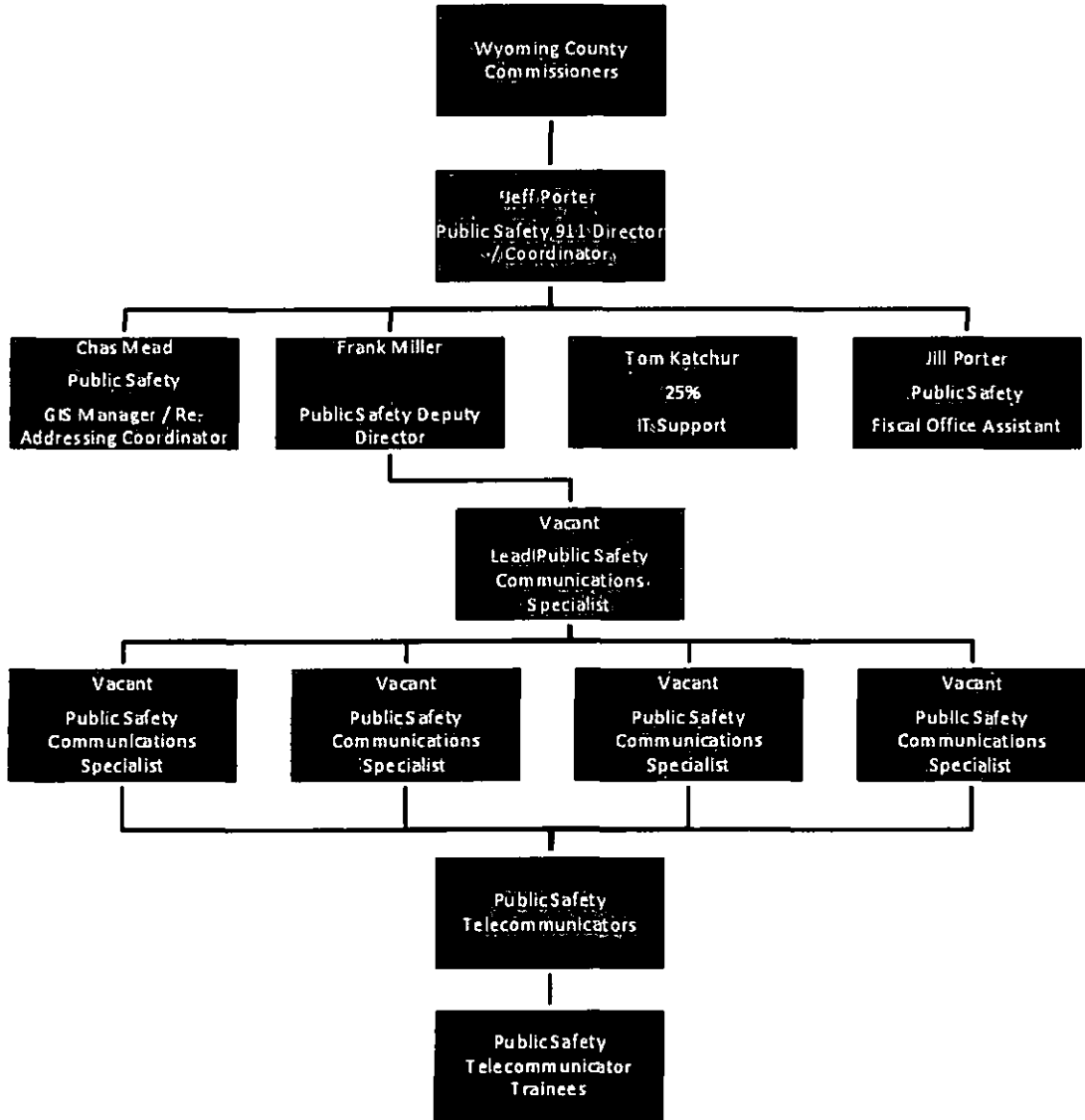
- 1) Wyoming Exchanges.jpg

5.1. Organizational Structure



Image Created From PDF File: organizational chart.pdf

WYOMING COUNTY 911
ORGANIZATIONAL CHART



August 4, 2014

Attachments to (5.1. Organizational Structure):

1) [organizational chart.pdf](#)



5.2. List of Positions

Communications Center staff:

Title of Position	Number of Positions
9-1-1 Coordinator	1
PS Operations/Personnel Director	1
Lead PS Communications Specialist	1
GIS Manager/Readdressing Specialist	1
IT Specialist	1
Administrative Assistant	1
Shift Supervisors	4
Telecommunicators	14
Total	24

Triennial Planning Preview

5.3. Salary/Benefit Information

Year - 2015							
Position	Salary	Benefits	Employer/FICA	Life Insurance	Pension	Total	
9-1-1 Director/Coordinator	\$ 53,300.00	\$ 16,932.00	\$ 3,580.35	\$ 72.00	\$ 8,391.60	\$ 82,275.95	
9-1-1 Deputy Director	\$ 41,000.00	\$ 7,055.88	\$ 3,184.01	\$ 72.00	\$ 7,462.65	\$ 58,774.54	
Lead Communications Specialist	\$ 35,000.00	\$ 5,981.76	\$ 2,465.44	\$ 72.00	\$ 5,778.48	\$ 49,297.68	
GIS Manager/Readdressing Specialist	\$ 46,328.36	\$ 7,055.88	\$ 2,584.78	\$ 72.00	\$ 6,058.19	\$ 62,099.21	
Fiscal	\$ 26,650.00	\$ 19,116.00	\$ 1,455.95	\$ 72.00	\$ 3,412.44	\$ 50,706.39	
Shift Supervisor	\$ 28,000.00	\$ 12,841.44	\$ 2,371.50	\$ 72.00	\$ 5,558.30	\$ 48,843.24	
Shift Supervisor	\$ 28,000.00	\$ 12,841.44	\$ 2,371.50	\$ 72.00	\$ 5,558.30	\$ 48,843.24	
Shift Supervisor	\$ 28,000.00	\$ 5,981.76	\$ 2,371.50	\$ 72.00	\$ 5,558.30	\$ 41,983.56	
Shift Supervisor	\$ 28,000.00	\$ 5,981.76	\$ 2,371.50	\$ 72.00	\$ 5,558.30	\$ 41,983.56	
Telecommunicator	\$ 41,579.20	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 61,259.08	
Telecommunicator	\$ 38,064.00	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 57,743.88	
Telecommunicator	\$ 28,974.40	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 48,654.28	
Telecommunicator	\$ 27,643.20	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 47,323.08	
Telecommunicator	\$ 27,643.20	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 47,323.08	
Telecommunicator	\$ 27,643.20	\$ 12,841.44	\$ 2,027.17	\$ 60.00	\$ 4,751.27	\$ 47,323.08	
Telecommunicator	\$ 26,811.20	\$ 12,841.44	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 45,772.80	
Telecommunicator	\$ 26,000.00	\$ 5,981.76	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 38,101.92	
Telecommunicator	\$ 23,920.00	\$ 5,981.76	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 36,021.92	
Telecommunicator	\$ 23,920.00	\$ 5,981.76	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 36,021.92	
Telecommunicator	\$ 23,920.00	\$ 5,981.76	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 36,021.92	
Telecommunicator	\$ 23,920.00	\$ 5,981.76	\$ 1,812.36	\$ 60.00	\$ 4,247.80	\$ 36,021.92	
Telecommunicator	\$ 22,880.00	\$ 5,981.76	\$ 1,646.89	\$ 60.00	\$ 3,859.97	\$ 34,428.62	
Telecommunicator	\$ 22,880.00	\$ 5,981.76	\$ 1,646.89	\$ 60.00	\$ 3,859.97	\$ 34,428.62	
Total	\$ 700,076.76	\$225,550.32	\$ 49,087.49	\$ 1,488.00	\$ 115,050.92	\$ 1,091,253.49	
Year - 2016							
Position	Salary	Benefits	Employer/FICA	Life Insurance	Pension	Total	
9-1-1 Director/Coordinator	\$ 54,632.50	\$ 13,483.51	\$ 3,669.86	\$ 72.00	\$ 8,601.39	\$ 80,459.26	
911 Deputy Director	\$ 42,025.00	\$ 6,280.85	\$ 3,263.58	\$ 72.00	\$ 7,649.14	\$ 59,290.57	
Lead Communications Specialist	\$ 35,875.00	\$ 6,280.85	\$ 2,527.08	\$ 72.00	\$ 5,922.94	\$ 50,677.87	
GIS Manager/Readdressing Specialist	\$ 47,486.57	\$ 6,280.85	\$ 2,649.40	\$ 72.00	\$ 6,209.64	\$ 62,698.46	
Fiscal	\$ 27,316.25	\$ 19,369.58	\$ 1,789.32	\$ 72.00	\$ 3,769.69	\$ 52,316.84	
Shift Supervisor	\$ 28,700.00	\$ 13,483.51	\$ 2,430.79	\$ 72.00	\$ 5,697.26	\$ 50,383.56	
Shift Supervisor	\$ 28,700.00	\$ 13,483.51	\$ 2,430.79	\$ 72.00	\$ 5,697.26	\$ 50,383.56	
Shift Supervisor	\$ 28,700.00	\$ 6,280.85	\$ 2,430.79	\$ 72.00	\$ 5,697.26	\$ 43,180.90	
Shift Supervisor	\$ 28,700.00	\$ 6,280.85	\$ 2,430.79	\$ 72.00	\$ 5,697.26	\$ 43,180.90	
Telecommunicator	\$ 42,619.20	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 63,178.40	
Telecommunicator	\$ 39,104.00	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 59,663.20	
Telecommunicator	\$ 30,014.40	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 50,573.60	
Telecommunicator	\$ 28,683.20	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 49,242.40	
Telecommunicator	\$ 28,683.20	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 49,242.40	
Telecommunicator	\$ 28,683.20	\$ 13,483.51	\$ 2,098.12	\$ 60.00	\$ 4,917.57	\$ 49,242.40	

Triennial Planning Preview

Telecommunicator	\$ 27,851.20	\$ 13,483.51	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 47,666.97
Telecommunicator	\$ 27,040.00	\$ 6,280.85	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 39,653.11
Telecommunicator	\$ 24,960.00	\$ 6,280.85	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 37,573.11
Telecommunicator	\$ 24,960.00	\$ 6,280.85	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 37,573.11
Telecommunicator	\$ 24,960.00	\$ 6,280.85	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 37,573.11
Telecommunicator	\$ 24,960.00	\$ 6,280.85	\$ 1,875.79	\$ 60.00	\$ 4,396.47	\$ 37,573.11
Telecommunicator	\$ 23,920.00	\$ 6,280.85	\$ 1,704.53	\$ 60.00	\$ 3,995.07	\$ 35,960.45
Telecommunicator	\$ 23,920.00	\$ 6,280.85	\$ 1,704.53	\$ 60.00	\$ 3,995.07	\$ 35,960.45
Total	\$ 722,493.72	\$ 229,574.88	\$ 50,874.92	\$ 1,488.00	\$ 118,816.22	\$ 1,123,247.74

Year - 2017

Position	Salary	Benefits	Employer/FICA	Life Insurance	Pension	Total
9-1-1 Director/Coordinator	\$ 55,998.31	\$ 14,157.69	\$ 3,761.61	\$ 72.00	\$ 8,816.42	\$ 82,806.03
Deputy Director	\$ 43,075.63	\$ 6,594.90	\$ 3,345.17	\$ 72.00	\$ 7,840.37	\$ 60,928.07
Lead Communications Specialist	\$ 36,771.88	\$ 6,594.90	\$ 2,590.25	\$ 72.00	\$ 6,071.02	\$ 52,100.05
GIS Manager/Readdressing Specialist	\$ 48,673.73	\$ 6,594.90	\$ 2,715.64	\$ 72.00	\$ 6,364.88	\$ 64,421.15
Fiscal	\$ 28,442.57	\$ 19,989.90	\$ 2,111.37	\$ 72.00	\$ 4,263.52	\$ 54,879.36
Shift Supervisor	\$ 29,417.50	\$ 14,157.69	\$ 2,515.87	\$ 72.00	\$ 5,896.66	\$ 52,059.72
Shift Supervisor	\$ 29,417.50	\$ 14,157.69	\$ 2,515.87	\$ 72.00	\$ 5,896.66	\$ 52,059.72
Shift Supervisor	\$ 29,417.50	\$ 6,594.90	\$ 2,515.87	\$ 72.00	\$ 5,896.66	\$ 44,496.93
Shift Supervisor	\$ 29,417.50	\$ 6,594.90	\$ 2,515.87	\$ 72.00	\$ 5,896.66	\$ 44,496.93
Telecommunicator	\$ 43,659.20	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 65,138.13
Telecommunicator	\$ 40,144.00	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 61,622.93
Telecommunicator	\$ 31,054.40	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 52,533.33
Telecommunicator	\$ 29,723.20	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 51,202.13
Telecommunicator	\$ 29,723.20	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 51,202.13
Telecommunicator	\$ 29,723.20	\$ 14,157.69	\$ 2,171.56	\$ 60.00	\$ 5,089.68	\$ 51,202.13
Telecommunicator	\$ 28,891.20	\$ 14,157.69	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 49,600.69
Telecommunicator	\$ 28,080.00	\$ 6,594.90	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 41,226.70
Telecommunicator	\$ 26,000.00	\$ 6,594.90	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 39,146.70
Telecommunicator	\$ 26,000.00	\$ 6,594.90	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 39,146.70
Telecommunicator	\$ 26,000.00	\$ 6,594.90	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 39,146.70
Telecommunicator	\$ 26,000.00	\$ 6,594.90	\$ 1,941.45	\$ 60.00	\$ 4,550.35	\$ 39,146.70
Telecommunicator	\$ 24,960.00	\$ 6,594.90	\$ 1,764.19	\$ 60.00	\$ 4,134.90	\$ 37,513.99
Telecommunicator	\$ 24,960.00	\$ 6,594.90	\$ 1,764.19	\$ 60.00	\$ 4,134.90	\$ 37,513.99
Total	\$ 745,550.52	\$ 240,705.60	\$ 52,793.96	\$ 1,488.00	\$ 123,052.83	\$ 1,163,590.91

5.4. Staffing Levels

Wyoming County 911 has a minimum of two people on at all times with a normal compliment of 14. A sample shift schedule is attached.

SHIFT
SELECTION
1/7/2015

POS.	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
A	0600-1400	0600-1800	0600-1800	0600-1400	OFF	OFF	OFF
B	OFF	OFF	OFF	0600-1400	0600-1800	0600-1800	0600-1400
C	1400-2200	0600-1800	0600-1800	OFF	OFF	OFF	1400-2200
D	2200-0600	1800-0600	1800-0600	2200-0600	OFF	OFF	OFF
E	0600-1400	OFF	OFF	OFF	0600-1800	0600-1800	0600-1400
F	OFF	OFF	OFF	1400-2200	1800-0600	1800-0600	1400-2200
G	1400-2200	1800-0600	1800-0600	1400-2200	OFF	OFF	OFF
H	OFF	OFF	OFF	2200-0600	1800-0600	1800-0600	2200-0600
I	1800-0600	1400-2200	OFF	OFF	OFF	2200-0600	1800-0600
J	0600-1800	0600-1400	OFF	OFF	OFF	0600-1400	0600-1800
K	OFF	OFF	0600-1400	0600-1800	0600-1800	1400-2200	OFF
L	1800-0600	1800-0600	1400-2200	OFF	OFF	OFF	2200-0600
M	OFF	OFF	2200-0600	1800-0600	1800-0600	2200-0600	OFF
N	OFF	OFF	0600-1400	0600-1800	0600-1800	0600-1400	OFF

6.1. Training Requirements/Training Policies

Required Call-Taker Training Hours:

Call-Taker Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed – Commonwealth Regulations Require a Minimum of 104 Hours of Training	
CALL-TAKER TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Telephone Techniques	8
Crisis Call-Taking	8
Incident Specific Information	8
Interrogation Skills	8
Prioritization of Calls	8
Non-English Speaking Calls	8
Text Telephone for the Deaf (TTD)	8
Hearing and Speech Impaired (TTY)	8
Abandoned 9-1-1 Calls	8
Silent 9-1-1 Calls	8
Roles and Responsibilities of the Call-Taker	8
Interpersonal Skills and Stress Management	8
9-1-1 Center Technology	8
Verification Skills	8
Use of 9-1-1 Center Equipment	8
9-1-1 Center Documentation Skills	8
Geography of 9-1-1 Center Service Area	80
Other Material Considered Necessary by the Instructor	8
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	216

Additional Call-Taker Training Topics

Instructions: Enter Each Additional Training Topic Not Included in the Above Section Plus the Hours Dedicated Per Topic	
LIST ADDITIONAL CALL-TAKING TOPICS NOT REQUIRED BY COMMONWEALTH REGULATIONS:	LIST ADDITIONAL HOURS
	0
On the job training with a mentor dispatcher	60
American Heart Association CPR Training	8
	0
	0
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	68

Total Call-Taker Training Hours

REQUIRED AND ADDITIONAL CALL-TAKING TRAINING TOPICS SUMMARY:	LIST ADDITIONAL HOURS
Total Required Call-Taking Training Hours (auto-calculates when previewed)	216
Total Additional Call-Taking Training Hours (auto-calculates when previewed)	68
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	284

Required Radio/Supervisor/Emergency Management Training Hours:

Police Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 32 Hours of Training	
POLICE RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Police Safety Issues	16
Police Terminology	16
Police Dispatch Protocols	20
9-1-1 Center Record Requirements	16
Police Dispatching Incident Specifics	24
CLEAN/NCIC Orientation	24
Other Material Considered Necessary by the Instructor	24
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	140

Fire Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 16 Hours of Training	
FIRE RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Fire Safety Issues	8
Fire Terminology	8
Fire Dispatch Protocols	8
9-1-1 Center Record Requirements	8
Fire Dispatching Incident Specifics	8
Other Material Considered Necessary by the Instructor	8
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	48

EMS Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 16 Hours of Training	
EMS RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING RELATED TOPICS:	LIST HOURS
EMS Safety Issues	4
EMS Terminology	8
EMS Dispatch Protocols	8
EMD (Emergency Medical Dispatch)	24
9-1-1 Center Record Requirements	8
EMS Dispatching Incident Specifics	8
Other Material Considered Necessary by the Instructor	4
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	64

Supervisor Certification Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 40 Hours of Training	
SUPERVISORY TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
EMA Safety Issues	8
Principal Technical Support Numbers	8
Resource Locations	8
Technical Troubleshooting for Equipment	8
Public and Media Relations	8
Departmental Chain of Command	8
Policy and Preplanning	8
Operational Flow	8
Other Material Approved by the Agency	24
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	88

Emergency Management Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 16 Hours of Training	
EMERGENCY MANAGEMENT TRAINING COURSE TO INCLUDE FOLLOWING TOPICS:	LIST HOURS
Lower Level Management Skills	4
EMA Terminology	4
EMS Dispatch Protocols	4
9-1-1 Center Record Requirements	4
EMA Dispatching Incident Specifics	4
Other Material Considered Necessary by the Instructor	4

TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	24
--	-----------

Additional Radio/Supervisor/Emergency Management Training Topics

Instructions: Enter Each Additional Training Topic Not Included in the Above Sections Plus the Hours Dedicated Per Topic	
LIST ADDITIONAL TRAINING NOT REQUIRED BY COMMONWEALTH REGULATIONS:	LIST ADDITIONAL HOURS
CAD	20
Radio	20
Other Agencies	20
Orientation, Misc. Equipment & Forms/Manuals	28
Test	80
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	168

Total Radio/Supervisor/Emergency Management Training Hours

REQUIRED AND ADDITIONAL RADIO/SUPERVISOR/EMERGENCY MANAGEMENT TRAINING TOPICS SUMMARY:	TOTAL HOURS
Total Required Radio/Supervisor/Emergency Management Training Hours (auto-calculates when previewed)	176
Total Additional Radio/Supervisor/Emergency Management Training Hours (auto-calculates when previewed)	168
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	344

6.2. Quality Assurance Program

QUALITY ASSURANCE CALL-TAKER GUIDELINES

Instructions Under Each Topic Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section or "NA" for Not Applicable in Non-Applicable Section. Compliant Indicates that the Topic is Covered in the Training Program.		
Call-Taker Quality Assurance Adherence to Commonwealth Regulations	Compliant	Non-Applicable
Answers Telephone Quickly and Correctly (Within 10 seconds 90% of time)	Y	
Asks and Verifies Location of the Incident or Emergency	Y	
Obtains Call-back Telephone Number from Complainant	Y	
Determines Nature of the Incident and Assigns the Appropriate Response	Y	
Follows Emergency Medical Dispatch Protocols	Y	
Follows Emergency Police Dispatch Protocols	Y	
Follows Emergency Fire Dispatch Protocols	Y	
Accomplishes Tasks Quickly and Effectively (Within 60 seconds 90% of time)	Y	
Obtains Pertinent Information and Makes Updates Accordingly	Y	
Keeps Caller on the Line until all Required Information is Obtained	Y	
Controls the Conversation with the Caller	Y	
Explains Emergency Actions and Employs Calming Techniques	Y	
Exhibits a Calm and Professional Demeanor at all Times	Y	
Always acts in a Courteous and Tactful Manner	Y	
Demonstrates Proper Documentation of the Information Received	Y	
Incidents Involving Catastrophic Loss will be Included in Review Process	Y	

QUALITY ASSURANCE RADIO DISPATCH GUIDELINES

Instructions Under Each Topic Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section or "NA" for Not Applicable in Non-Applicable Section. Compliant Indicates that the Topic is Covered in the Training Program.		
Radio Dispatch Quality Assurance Adherence to Commonwealth Regulations	Compliant	Non-Applicable
Dispatches Appropriate Police, Fire, EMS within Prescribed Time Frame	Y	
Provide Pertinent Information to the Responding Units	Y	
Relays Updated Information to the Responding Units	Y	
Answers all Radio Transmissions Promptly.	Y	
Speaks Clearly and Concisely to the Responding Units	Y	
Listens Attentively and Understands Each Message from Responding Units	Y	
Exhibits a Timely Response to Requests from Field Units	Y	
Maintains a Calm and Professional Demeanor at all Times	Y	
Dispatch within Emergency Medical Dispatch Protocols	Y	
Dispatch within Emergency Police Dispatch Protocols	Y	
Dispatch within Emergency Fire Dispatch Protocols	Y	
Incidents Involving Catastrophic Loss will be Included in Review Process	Y	

QUALITY ASSURANCE MISCELLANEOUS GUIDELINES

Instructions Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section	
Quality Assurance Review Standards Adherence to Commonwealth Regulations	Compliant
A Random Sampling of 9-1-1 Emergency Center Calls were Reviewed	Y
At Least One Quality Assurance Review Performed per Employee per Month	Y
Twice a Year a Minimum of 3 Radio Reviews Performed – Six per Year/ Employee	Y

Instructions Enter "Y" for YES Applicable or "N" for NOT Applicable in the Applicable Section	
The Amount of Quality Assurance Reviews Adherence to Commonwealth Regulations Per Call Totals Per Day	Applicable
Average For 72 or less Emergency Calls Received per Day – Perform Minimum of 10 Emergency Calls Per Week	Y
Average For More than 72 Emergency Calls Received per Day – Perform Minimum of 2% Emergency Calls Per Week	NA

Instructions Enter the Total Number of Emergency Calls Handled per Week and Total Number of Quality Assurance Audits Performed Weekly	
Calculation for the Amount of Quality Assurance Reviews Conducted per Week	Enter Statistics
Enter the Average Total Number of Emergency Calls Handled by the PSAP on a Daily Basis	30
Enter the Average Total Number of Quality Assurance Audits Performed on a Weekly Basis	42

Instructions Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section	
Quality Assurance Review Standards Adherence to Commonwealth Regulations	Compliant
For Optimum Feedback – Reviews Will not Exceed 5 Days Prior to Review	Y
Telecommunicators will Receive Results Within 5 Days of a Review	Y
Both Full-time and Part-time Telecommunicators are Subject to QA Reviews	Y

Instructions Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section	
Quality Assurance Records Adherence to Commonwealth Regulations	Compliant
Copies of Each QA Review Shall be kept for a Minimum of One Year	Y
Transcripts and Recordings Shall Not be Included in Text of any QA Review	Y

Instructions Enter "Y" for YES Compliant or "N" for NOT Compliant in the Compliant Section	
Quality Assurance QA Reviewer Standards	Compliant
Quality Assurance Reviewer will be Designated by the 9-1-1 Coordinator	Y
Quality Assurance Reviewer will be at a Supervisory Level	Y
Quality Assurance Reviewer will Have at Least 3 Years Experience	Y

7.1. Diagrams

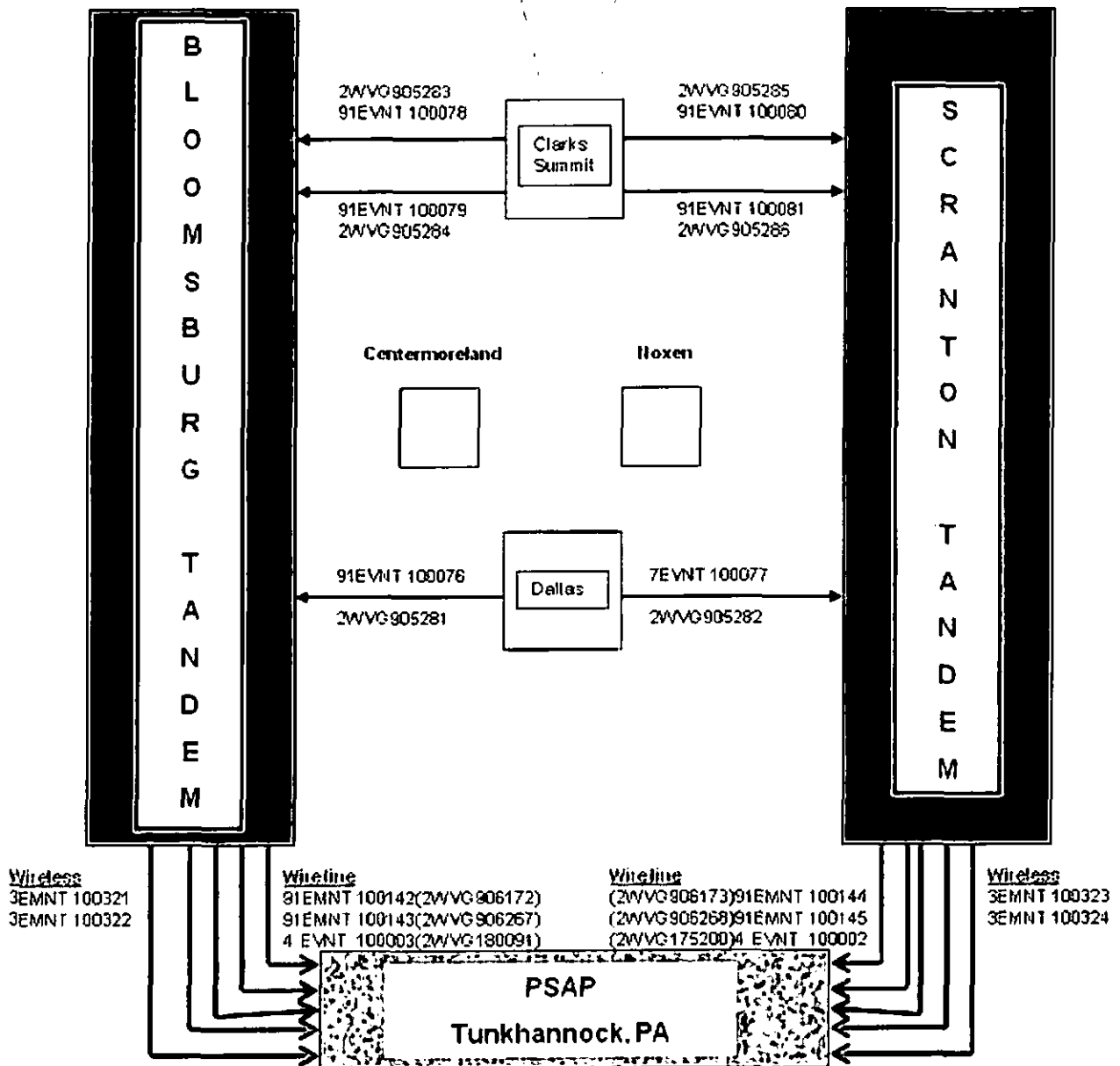
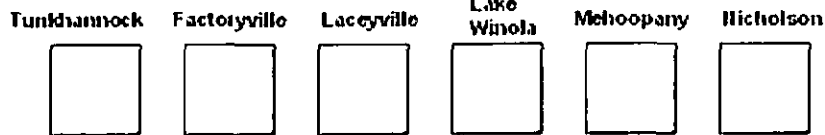


Image Attached: Wyoming County NTWK Diagram 12072009.jpg

Wyoming County 9-1-1 Network Diagram

(Issued 12-07-2009)

End Offices



MCM Consulting Group, Inc.

Attachments to (7.1. Diagrams):

1) [Wyoming County NTWK Diagram 12072009.jpg](#)



7.1.1. Description of Current Addressing (MSAG)

Wyoming County completed their addressing and mapping project. The County exceeds 90 percent complete at this time.

7.1.3. List of Counties and Facilities Connected to your PSAP by Tie Lines

There are no tie lines in Wyoming County.

7.1.4. List of Participating Telephone Companies

The following is a list of known wireline and wireless carriers in Wyoming County.

Frontier

Verizon

Verizon Wireless

AT & T

Indigo Wireless

T-Mobile

Sprint PCS

7.1.6. Call Volume and 9-1-1 Call Breakdown

Wyoming County 2014 call volume is as follows:

Total Calls to PSAP	37,952
Total 911 Calls	12,133
Total Wireless	8,669
Total Wireline	3,464

Note: Call statistics were collected through the Zetron 3300 IP Series Telephony system reporting package.

7.2.1. Description of Radio System

Wyoming County 911 Communication System:

Wyoming County operates on VHF Hi-Band equipment. The County uses the following channels:

1. F/E Dispatch - Primary tone out and talk back channel for Fire and EMS dispatch, this channel is a simplex analog simulcast system with voter receivers.
2. OPS 1- Serves as Zone 1 area local operations and 911 communications channel, this channel is a simplex analog system with voter receivers.
3. OPS 2- Serves as Zone 2 area local operations and 911 communications channel, this channel is a simplex analog simulcast system with voter receivers.
4. PD Dispatch- Serves as County Wide Police dispatch and response channel and 911 communications, this channel is an analog simulcast repeater system with voter receivers.
5. PD TAC 1- Serves as County Wide Police dispatch and response channel and 911 communications; it is an analog repeater with voter receivers
6. County 1- Serves as County Wide all services response channel and 911 communications; this is an analog simulcast repeater with voter receivers.

The County radio system is controlled by a Zetron 4048 radio dispatch console and is recorded by a CVDS recorder. This is going to be upgraded with Zetron Max Dispatch and a Eventide recorder.

7.2.2. FCC Licenses

	CALL SIGN	CLASS	EXPIRATION
1.	KEB322	PW	04/25/2024
2.	KNCH680	PW	10/13/2015
3.	KNNL679	PW	02/27/2021
4.	KQD870	PW	07/06/2023
5.	KSV848	PW	02/01/2025
6.	WNQS562	PW	03/12/2023
7.	WNYL205	PW	02/10/2022
8.	WPKV290	PW	07/31/2022
9.	WPZT271	PW	03/09/2024
10.	WQEQ238	PW	03/22/2016
11.	WQGM722	PW	03/05/2017
12.	WQYK924	PW	10/31/2019
13.	WQLY560	MW	05/26/2020
14.	WQLY561	MW	05/26/2020
15.	WQRL404	PW	06/11/2023
16.	WQRL417	PW	06/11/2023
17.	WQUI752	MW	07/18/2024
18.	WQUI754	MW	07/18/2024
19.	WQVA527	MW	12/08/2024

8.1. Triennial Audit Balance Sheet(s) from the most current Audit(s).



Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELINE 9-1-1 FUND
PUBLIC SAFETY EMERGENCY TELEPHONE ACT
(ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2009 - DECEMBER 31, 2009

Beginning balance, January 1, 2009		\$	11,890
Receipts:			
Telephone fees (net of phone company collection fees of \$5,833)	\$	285,820	
Interest		<u>1,479</u>	
Total receipts			<u>287,299</u>
Allowable expenditures (reimbursements to the General Fund):			
Telephone and line charges		99,857	
Salaries/training/benefits		77,198	
Tower rental/maintenance		66,434	
Contracted maintenance		<u>16,228</u>	
Total allowable expenditures			<u>259,717</u>
Excess revenues over expenditures			<u>27,582</u>
Ending balance, December 31, 2009	\$		<u>39,472</u>

Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELINE 9-1-1 FUND
 PUBLIC SAFETY EMERGENCY TELEPHONE ACT
 (ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2010 - DECEMBER 31, 2010

Beginning balance, January 1, 2010		\$ 39,472
Receipts:		
Telephone fees (net of phone company collection fees of \$5,487)	\$ 268,842	
Interest	<u>650</u>	
Total receipts		<u>269,492</u>
Allowable expenditures (reimbursements to the General Fund):		
Salaries/training/benefits	135,448	
Telephone and line charges	65,820	
Tower/rent/maintenance	53,679	
Leased equipment	<u>3,080</u>	
Total allowable expenditures		<u>258,027</u>
Bank service charge		
Excess revenues over expenditures		<u>11,465</u>
Ending balance, December 31, 2010		\$ <u>50,937</u>

Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELINE 9-1-1 FUND
PUBLIC SAFETY EMERGENCY TELEPHONE ACT
(ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2011 - DECEMBER 31, 2011

Beginning balance, January 1, 2011		\$ 50,937
Receipts:		
Telephone fees (net of phone company collection fees of \$5,552)	\$ 272,048	
Interest	<u>511</u>	
Total receipts		<u>272,559</u>
Allowable expenditures (reimbursements to the General Fund):		
Salaries/training/benefits	112,540	
Telephone and line charges	62,283	
Tower rental/maintenance	35,357	
Leased equipment	24,054	
Contracted maintenance	<u>5,662</u>	
Total allowable expenditures		<u>239,896</u>
Excess revenue over expenditures		<u>32,663</u>
Ending balance, December 31, 2011		\$ <u>83,600</u>

Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELESS 9-1-1 FUND
 PUBLIC SAFETY EMERGENCY TELEPHONE ACT
 (ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2009 - DECEMBER 31, 2009

Beginning balance, January 1, 2009		\$ 576,840
Receipts:		
Wireless funds	\$ 549,393	
Interest	<u>1,063</u>	
Total receipts		<u>550,456</u>
Allowable expenditures		
Software	565,169	
Professional service fees	96,752	
Computer equipment	78,204	
Repairs and maintenance	33,500	
Telephone service fees	17,500	
E911 fund management	<u>9,038</u>	
Total allowable expenditures		<u>800,163</u>
Excess expenditures over revenue		<u>(249,707)</u>
Ending balance, December 31, 2009		\$ <u>327,133</u>

Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELESS 9-1-1 FUND
 PUBLIC SAFETY EMERGENCY TELEPHONE ACT
 (ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2010 - DECEMBER 31, 2010

Beginning balance, January 1, 2010		\$ 327,133
Receipts:		
Wireless funds	\$ 524,282	
Interest	<u>628</u>	
Total receipts		<u>524,910</u>
Allowable expenditures		
Materials	140,258	
Computer equipment	130,818	
Salaries and wages	86,560	
Professional service fees	61,017	
Telephone service fees	22,612	
Software	16,318	
Signs	<u>6,948</u>	
Total allowable expenditures		<u>464,531</u>
Excess revenues over expenditures		<u>60,379</u>
Ending balance, December 31, 2010		\$ <u>387,512</u>

Image Created From PDF File: Wyoming Audit.pdf

WYOMING COUNTY WIRELESS 9-1-1 FUND
PUBLIC SAFETY EMERGENCY TELEPHONE ACT
(ACT 78 of 1990, P.L. 340, No. 78, as amended)

FOR THE YEAR JANUARY 1, 2011 - DECEMBER 31, 2011

Beginning balance, January 1, 2011		\$ 387,512
Receipts:		
Wireless funds	\$ 653,979	
Interest	<u>660</u>	
Total receipts		<u>654,639</u>
Allowable expenditures		
Salaries and wages	429,564	
Software	195,848	
E911 fund management	98,915	
Professional service fees	62,703	
Materials	27,790	
Telephone service fees	20,902	
Signs	10,238	
Repairs and maintenance	3,702	
Donations	<u>48</u>	
Total allowable expenditures		<u>849,710</u>
Excess expenditures over revenues		<u>(195,071)</u>
Ending balance, December 31, 2011		\$ <u>192,441</u>

Attachments to (8.1. Triennial Audit Balance Sheet(s) from the most current Audit(s).):

1) Wyoming Audit.pdf

8.2. Copies of contracts, agreements, quotes for equipment

Image Created From PDF File: ALI-SALI Database Maint 15-16.pdf

Professional Services

AMP Global Strategies

"Public Safety Professional's Serving Public Safety"

90 N Pioneer Ave
Shavertown, PA 18708
888.457.8367

02/19/2015

ALI Database Maintenance

For

9-1-1 SALI

July 1, 2015 thru June 30, 2016



AMP Global Strategies is pleased to offer the following:

Stand alone ALI database Maintenance

Provide annual service to maintain SALI database and provide ALI verification of data loads from LEC's into the ALI system. Provide scrubbing and update services. Set up and maintain protocols with providers.

Cost

\$23,730/year

_____ Date _____

Brenda M. Pugh, President, Police Safety Systems Inc.

_____ Date _____

For Wyoming County

Image Created From PDF File: CAD Maintenance.pdf

Wyoming County 911
Tunkhannock, Pa.
CAD Support and Maintenance Services

Implementation Date: July 1, 2015 through June 30, 2016

One Year CAD Support CAD Software 24x7 support including and Maintenance Services, Patches and Updates	\$78,500.00
CAD System Sever Software	Included
Workstations and Included Software Mapping Interface	Included
Google Mapping Interface	Included
Reporting	Included
GIS Interface	\$3,800.00
E911 Inteface	\$2,900.00
TOTAL	\$85,200.00

CAD Support and Maintenance Services

We use a comprehensive service management solution that enables our organization to monitor and improve customer satisfaction.

At the foundation of our program is our comprehensive support management software solution that enables us to effectively deliver the services our customers have come to expect. This tool enables our service agency to share knowledge and best practices throughout the company, improving our operational efficiency while gaining insight into key management metrics. Service personnel have instant access to the information they need to solve issues quickly, increasing your agency's productivity (and our own).

As a fundamental component of our support program, our client portal, provides authorized customer representatives with web-based access to internet accessible services. Customers use this system to report technical issues and service requests (SR's) encountered in their supported systems.

Image Created From PDF File: CAD Maintenance.pdf

This provides agencies with a simple means of reporting and tracking their issues, and also allows them access to real-time information on their software requests. When agency representatives enter a new SR, they can request specific resources, assign priorities to their agency's requests, and track issues to their resolution.

With our portal, customers enter service requests 24 hours a day, 365 days a year. We provides the following features:

-)) Service Request Entry
-)) History Of Service Activity
-)) Service Request Tracking
-)) Call Origin Tracking
-)) Searchable Knowledge Base
-)) Escalation Procedures
-)) Automated Email Notification Parameters For Work Flow

Telephone Support during Regular Business Hours for Critical and Non Critical Issues.

Telephone Support after Regular Hours for Critical Issues

"Critical Issues" are defined as errors that cause the Product to be inoperable.

"Non Critical Issues" are defined as errors that results in a material decrease in the performance of the Product, but that does not prevent the users from continuing to use the Product.

"Regular Business Hours" Telephone support for Critical and Non-Critical issues is available to the designated CUSTOMER Representative(s) between the hours of 8:30am and 6:00pm Eastern time, Monday through Friday.

We will distribute to CUSTOMER Software Patches, Updates and Upgrades to correct Critical and Non Critical Issues.

Patches are distributed to correct Critical Issues under a current maintenance contract.

Updates are distributed to correct Non-Critical Issues and/or to provide Enhancements which are otherwise generally made available to other customers of TOTAL under a current maintenance contract.

Upgrades that are not consistant with our our standard software roadmap are subject to additional cost.

Image Created From PDF File: CAD Maintenance.pdf

HOLD HARMLESS

To the fullest extent permitted by law, Police Safety Systems shall indemnify and hold harmless Wyoming County, County officers, directors, partners, and employees from and against any and all cost, losses and damages (including but not limited to all fees and charges of attorneys, and other professionals, and all court or arbitration or other dispute resolution costs) caused by the negligent acts or omissions of Police Safety Systems Inc. or Police Safety Systems Inc. officers, directors, partners, employees, and Police Safety System Inc. consultants in the performance and furnishing of Police Safety Systems services under this Agreement.

To the fullest extent permitted by law, Wyoming County shall indemnify and hold harmless Police Safety Systems Inc. , Police Safety Systems officers, directors, partners, and employees from and against any and all cost, losses and damages (including but not limited to all fees and charges of attorneys, and other professionals, and all court or arbitration or other dispute resolution costs) caused by the negligent acts or omissions of Wyoming County or Wyoming County officers, directors, partners, employees, and Wyoming County consultants in the performance and furnishing of Police Safety System Inc. services under this Agreement.

INSURANCE

PSS Inc will provide and maintain the following insurance during the execution of the contract and until such time as it is complete. PSS Inc will have General Liability insurance in the amount of \$1,000,000 per occurrence.

IN WITNESS WHEREOF, the parties have caused this instrument to be executed by themselves or their duly authorized officers or agents and their seals to be affixed Here unto the day and year first above written.

Wyoming County Commissioners

Police Safety Systems Inc.

Attest:

Date: _____

Image Created From PDF File: CAD_ESP_Maintenance.pdf


TOTAL COMPUTER GROUP	 TOTAL COMPUTER GROUP
	<p>Services Provided To</p> <p>Wyoming County PA 911, Tunkhannock Pa.</p> <p>For</p> <p>CAD ESP Maintenance Services July 1st 2014 thru June 30th 2015</p>

Image Created From PDF File: CAD_ESP_Maintenance.pdf



The information contained in this document contains proprietary cost and functional description information and should only be used by the County for purposes of evaluation. Copies of these documents can be made available to those who request it under Freedom of Information Act regulations. However, no copies of proprietary cost and functional description information should be distributed outside of the County's agencies and departments without advanced notification to Total Computer Group.



**Total Enforcement CAD
ESP Maintenance Services
For
Wyoming County Pa 911**

Implementation Date: July 1, 2014 through June 30, 2015

Item	Description/Quantity	Price
One Year ESP Maintenance Services	Provides 24 hours a day for 7 days a week monitoring of Total Enforcement CAD Servers and Client Devices	\$19,740.00
	Antivirus protection	Included
	Apply updates and patches to all operating systems components for MSFT operating system SQL	Included
	Inventory reporting and software license compliance for any installed server application	Included
	System Alerts & Failure Notifications	Included
	Spyware Detection & Virus Detection	Included
	Disk Drive Analysis	Included
	System Auditing	Included
	Monitoring of Tape Backups	Included
	Total ESPMaintenance Services	\$19,740.00

ESP Remote Monitoring and Maintenance Program

By invoking a small service agent on each Wyoming Total Enforcement CAD Servers and Total Enforcement Client Devices, Total will remotely monitor, detect and correct problems in computer systems from its ESP data center in New York. This service includes:

- Applying updates and patches to all operating systems components for MSFT OS SQL
Ensuring top performance of all systems connected to the network
Provides extensive inventory reporting and software license compliance programs for any installed application.
- System Alerts & Failure Notifications
- Spyware Detection & Virus Detection
- Disk Drive Analysis
- System Auditing
- Monitoring of Tape Backups
- Antivirus protection

Total Computer Group's 24/7 Server Maintenance Program (SMP) provides 24 hour a day, 7 days a week monitoring of all supported Total Enforcement server(s) to minimize customer down time, and ensure critical-systems availability. Total Computer Group's technical support personnel will respond within 4 hours of all Critical Issues calls.

Image Created From PDF File: CPE_Maintenance.pdf

Professional Services

AMP Global Strategies

"Public Safety Professional's Serving Public Safety"

90 N Pioneer Ave
Shavertown, PA 18708
888.457.8367

02/26/2014

Professional Services Contract

For
Max Pro CPE

July 1, 2014 thru June 30, 2015



AMP Global Strategies is pleased to offer the following:

Max Pro CPE Maintenance:

- Service and Support for Zetron Max CPE & Integrated Dispatch
- Travel for AMP Global Strategies
- Silver Service Coverage
- Standard Response Time
- 24/7 Phone Availability
- 24/7 Email Support

Total: \$ 72,954.34

_____ Date _____

Brenda M. Pugh, President, Police Safety Systems Inc.

_____ Date _____

For Wyoming County

Image Created From PDF File: GIS_Data_Maint.pdf



T3 Global Strategies

10 Emerson Lane
Suite 808
Bridgeville, PA 15017

Phone: 412-221-2003 Fax: 412-221-2004

February 26, 2014

Wyoming County 911
P.O. Box 738
Tunkhannock, PA 18657
Attention: Ms. Debra Raimondi

Project Number: T3P1596
RE: GIS Mapping and Maintenance

Dear Ms. Debra Raimondi:

In response to your recent request T3 Global Strategies, Inc. is pleased to submit a confirming proposal for providing the photogrammetric services for Wyoming County

PROJECT AREA

The project area contains Wyoming County.

SCOPE OF SERVICES

Within the scope of this proposal, we will provide the following services: These services provided will meet or exceed the state standards adopted by the Commonwealth of Pennsylvania and/or NENA as well as APCO.

GIS Mapping Maintenance to include the following:

- Street centerlines with complete address attributes data layer
- Point landmarks – e.g., churches, schools, hospitals, cemeteries, government buildings data layer
- Area landmarks – parks, airports, military bases, sports arenas data layer
- Fire, Police and EMS Stations data layer
- Water features – streams, lakes, dams data layer
- Administrative boundaries – city, county, state data layer
- ESN boundaries

We will **Maintain, Support and update** selected Database information and Mapping data. Work will commence upon signing of contract and be complete by June 30, 2015.

Image Created From PDF File: GIS_Data_Maint.pdf

FEE SCHEDULE

Total cost for this project is a lump sum: \$96,675.75

Sincerely,

Project No.: T3P1596

Project Name: Wyoming County Mapping and GIS

T3 Global Strategies, Inc.

ACCEPTED BY:

DATE:

Douglas C. Davis
President/Partner

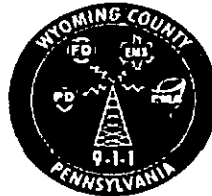
Image Created From PDF File: Microwave_Maintenance.pdf

Professional Services

AMP Global Strategies

"Public Safety Professional's Serving Public Safety"
 90 N Pioneer Ave
 Shavertown, PA 18708
 888.457.8367
 02/26/2014

Professional Services Contract
 For
Microwave Maintenance
 July 1, 2014 thru June 30, 2015



AMP Global Strategies is pleased to offer the following:

Microwave Maintenance 2 links

QTY	MODEL #	DESCRIPTION	MONTHLY TOTAL	YEAR TOTAL
12	SVC	Dispatch Service	\$ 109.08	\$ 1,308.96
12	SVC	Technical Support Service	\$ 57.71	\$ 692.52
12	SVC	Network Preventative Maintenance A	\$ 31.08	\$ 372.96
12	SVC	Onsite Infrastructure Response	\$ 1,002.14	\$ 12,025.68
12	SVC	SP - Local Infrastructure Repair	\$ 836.96	\$ 10,043.52
12	SVC	SP - Contract Administration Service Networks	\$ 23.39	\$ 280.68
		Monthly Total and Total	\$ 2,060.36	\$24,724.32
			TOTAL	\$24,724.32

Year Cost: \$24,724.32

_____ Date _____

Brenda M. Pugh, President, Police Safety Systems Inc.

_____ Date _____

For Wyoming County

Image Created From PDF File: PSAP_Repair_&_Maintenance.pdf

Professional Services

AMP Global Strategies

"Public Safety Professional's Serving Public Safety"

90 N Pioneer Ave
Shavertown, PA 18708
888.457.8367

02/26/2014

Professional Services Contract

For

9-1-1 PSAP Repair & Maintenance

July 1, 2014 thru June 30, 2015



AMP Global Strategies is pleased to offer the following:

911 Dispatch Operations Repair and Maintenance.

Wyoming County 9-1-1 requires a trained staff to provide on-site operational support for Wyoming County 911 communications center. In addition to onsite time Wyoming County requires a 3 hour response window for emergency service with 24/7 availability. AMP Global Strategies will provide 24/7 availability for emergencies. 24/7 phone support & email support & 24 hours per month in the PSAP.

Availability

- a. AMP G.S. will provide 24/7 phone support and 24/7 response availability and Email support included in the monthly fee.
- b. Two hour response window for emergency call out.
- c. 16 Hours Professional service time per month in-house and onsite for ongoing dispatch operations.
- d. Additional time and Call out service will be provided 24/7 at the stated fee schedule for hours exceeding 16 per month. Phone and Email support is included and does not incur any additional fees.
- e. Time is billed for In-house services as incurred and portal to portal for onsite work.

Cost \$30,000/year

Image Created From PDF File: PSAP_Repair_&_Maintenance.pdf

Professional Services

Service	Cost
Professional services	\$70.00/per man hour No additional surcharge for after hours, weekends, or holidays with monthly plan.
Mileage	GSA rates are used for vehicle mileage & expense if applicable

_____ Date _____
Brenda M. Pugh, President, Police Safety Systems Inc.

_____ Date _____
For Wyoming County

Attachments to (8.2. Copies of contracts, agreements, quotes for equipment):

- 1) [ALI-SALI Database Maint 15-16.pdf](#)
- 2) [CAD Maintenance.pdf](#)
- 3) [CAD ESP Maintenance.pdf](#)
- 4) [CPE Maintenance.pdf](#)
- 5) [GIS Data Maint.pdf](#)
- 6) [Microwave Maintenance.pdf](#)
- 7) [PSAP Repair & Maintenance.pdf](#)

8.3. City/County 9-1-1 Financial Information

ADMINISTRATION OF CONTRIBUTION RATE

Wyoming County established a system of account codes for the receipts and disbursements of all revenues received and expenditures incurred as related to the submitted 9-1-1 Plan. The established system of account codes includes all non-recurring and recurring expenses as defined by Chapter 53, Emergency Telephone Service, of Title 35 and the approved 9-1-1 Plan.

The County deposits the monies received from the Public Safety Emergency Telephone Act (9-1-1) Fee in an interest bearing account as per *Chapter 53, Emergency Telephone Service, of Title 35 (PA Code 4 sect. 120b.110 (f), 120b.111 (a); Chapter 53 of Title 35 sect. 5307 (c))*. An audit of this account will be conducted on a triennial basis as required by the Act. The period covered by the audit will coincide with the period that the contribution rate is in effect.

The Wyoming County Commissioners authorize all expenditures from the 9-1-1 Funds Account. A budget is submitted annually by the PSAP Director, and the County Commissioners must approve this budget.

9.1. Diagram of PSAP





Attachments to (9.1. Diagram of PSAP):

- 1) Wyoming County Floor Plan.jpg

9.2. Supplemental Information

1. Identify the 911 coordinator:
 - A. Name Jeff Porter
 - B. Address P.O. Box 738 Tunkhannock, Pa 18657
 - C. Telephone Number 570-836-7524
2. Identify the public safety answering point(s):
 - A. Name See Section 2.2
 - B. Address
3. Identify the dispatch center(s) to be supported:
 - A. Name Wyoming County 9-1-1
 - B. Address P.O. Box 738 Tunkhannock, PA 18657
 - C. Dispatch coordinator name and telephone number location. 570-836-7524
 - D. Service dispatched from these locations. Police, Fire, and EMS
4. Total Number of tie lines in place: See Section 7.1.3
 - A. Identify the tie line facility by:
 1. Name Wyoming
 2. Address does not
 3. Coordinator Name and Telephone have any Tie Lines
 4. Total Number of exchanges within the service area: See Section 4.3
 5. Total Number of central offices within the service area: See Section 7.1.5
 6. Total number of proposed 911 lines: See Section 7.1.5
 7. Mutual aid agreements in place with surrounding comparable jurisdiction? See Section 3.2
(Attach copies of county agreements only):
- B.
 1. Identify the number of 911 lines assigned to each exchange or central office: See Section 7.1.5
 2. Total number of telephone lines to be billed for 911 service: See Section 7.1.2
 3. Population of the proposed 911 service area: See Section 4.1
 4. Number of PSAP's now in existence within the service area: 1
 5. Proposed number of PSAP's:
 - Year 1: 1
 - Year 2: 1
 - Year 3: 1
- C. Identify all dispatch centers within the service area:
 1. Name Wyoming County 9-1-1
 2. Address P.O. Box 738 Tunkhannock, Pa. 18657
 3. Service dispatch Police, Fire, and EMS
 4. Service area serviced Wyoming County

Triennial Planning Preview

- 5. Population served 28,003
 - Most recent Census Year: 2013
- 6. Proposed Number of Dispatch Centers:
 - Year 1: 1
 - Year 2: 1
 - Year 3: 1
- D. Backup electrical generator (required): See Section 2.2
 - 1. Size: 800KVA
 - 2. Output in KVA: 800
 - 3. Is a full service capable for a 14-day support available? Yes
 - 4. Total PSAP electrical load requirements (to include: 70KVA
 - 5. Minimum test under load - 1 hour per week operating logs must be retained for a period of 36 months: Yes
 - 6. PSAP electrical supply needed to provide essential supply to include air conditioning: (output in KVA): 70
 - 7. Is generator part of this application?: No
 - 8. If yes, list cost:
- E.
 - 1. Identify the number of proposed 911 operators to be employed: See Section 5
 - 2. Identify the number of supervisory personnel assigned to 911: See Section 5
 - 3. Submit a staffing pattern identifying all those positions directly supporting 911. Include title where applicable. See Section 5
 - 4. Submit the proposed number of administrative lines to be employed: See Supplemental Section A.5
 - 5. Submit the proposed equipment cost
 - 1. Will the primary PSAP operate 24 hours per day, 7 days per week? Yes
 - 2. Has an alternate PSAP been identified? No
 - If yes, provide:
 - a) Name
 - b) Address
 - 3. If an alternate PSAP is to be used, provide a description of it's capabilities. (Add additional pages as necessary)
- F.
 - 1. If proposed, provide the estimated number of addresses not in the ALI database: See Section 7
 - 2. Identify the alternate system to be used, i.e. grid, 4-digit zip code, etc.
- G. Attach a drawing to scale the PSAP or PSAP's and associated communications center to include equipment placement. See Section 9.1

Summary

	TOTAL Non-Recurring Charges (a)	Total Annual Recurring Charges (b)
A. 911 Telephone Service		
1. 911 Trunks from End C.O. to Tandem C.O. (or Control C.O.)	\$0.00 (A.1.a)	\$10,710.00 (A.1.b)
2. 911 Trunks from PSAP to Tandem Central Office (or Control Central Office)	0.00 (A.2.a)	18,024.00 (A.2.b)
3. Private Line(s) From Dispatch Center to Emergency Service Provider	\$0.00 (A.3.a)	\$0.00 (A.3.b)
4. Services at PSAP	\$0.00 (A.4.a)	\$125,980.80 (A.4.b)
5. Administrative & Emergency Backup Lines	\$0.00 (A.5.a)	\$7,025.76 (A.5.b)
B. PSAP Equipment and CPE	\$0.00 (B.1.a)	\$214,217.04 (B.1.b)
C. Miscellaneous Costs	\$0.00 (C.1.a)	\$17,187.54 (C.1.b)
D. Personnel Costs		\$1,126,030.73 (D.1.b)
TOTALS	\$0.00	\$1,519,175.87

CALCULATION OF CONTRIBUTION RATE

1. Total Non-Recurring Charges Per Year (Sum of Column (a) Divided By 3)	\$0.00	Allowed Amortization Per Year for 3 Years
2. Total Annual Recurring Charges (Sum of Column (b))	\$1,519,175.87	
3. Total Annual Expense (Line 1 + Line 2)	\$1,519,175.87	
4. Total Number of Access Lines (911 Access Line Summary Report - Adjusted for Centrex)	12101	
5. Contribution Rate (Line 3 ÷ Line 4 ÷ 12 Months)	\$10.46	Per Access Line Per Month

A.1. 911 Trunks from End C.O. to Tandem C.O. (or Control C.O.)

End C.O.	End C.O. Telco	Tandem C.O.	Tandem C.O. Telco	Circuit / Trunk Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
Tunkhannock	91.EVNT.100081.PA	Verizon	n / a	1	\$0.00	\$96.00	\$1,152.00
Lake Winola	91.EVNT.100078.PA	Verizon	N / A	1	\$0.00	\$48.00	\$576.00
Harding	91.EVNT.100079.PA	Verizon	N / A	1	\$0.00	\$132.00	\$1,584.00
Nicholson	91.EVNT.100080.PA	Verizon	N / A	1	\$0.00	\$168.00	\$2,016.00
Factoryville	91.EVNT.100076.PA	Verizon	N / A	1	\$0.00	\$322.50	\$3,870.00
Laceyville	91.EVNT.100077.PA	Verizon	N / A	1	\$0.00	\$126.00	\$1,512.00
Totals					\$0.00 (A.1.a)		\$10,710.00 (A.1.b)

A.2. 911 Trunks from PSAP to Tandem Central Office (or Control Central Office)

PSAP C.O.	Telco	Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
Bloomsburg	91.EMNT.100321.PA	1	\$0.00	\$227.50	\$2,730.00
Bloomsburg	91.EMNT.100322.PA	1	\$0.00	\$227.50	\$2,730.00
Scranton	91.EMNT.100323.PA	1	\$0.00	\$148.00	\$1,776.00
Scranton	91.EMNT.100324.PA	1	\$0.00	\$148.00	\$1,776.00
Bloomsburg	91.EMNT.100142.PA	1	\$0.00	\$227.50	\$2,730.00
Bloomsburg	91.EMNT100143.PA	1	\$0.00	\$227.50	\$2,730.00
Scranton	91.EMNT.100144.PA	1	\$0.00	\$148.00	\$1,776.00
Scranton	91.EMNT.100145.PA	1	\$0.00	\$148.00	\$1,776.00
Totals			\$0.00 (A.2.a)		\$18,024.00 (A.2.b)

A.3. Private Line(s) From Dispatch Center to Emergency Service Provider

Emergency Service Provider	Location	Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
		Totals	\$0.00 (A.3.a)		\$0.00 (A.3.b)

A.4. Services at PSAP

Cost Category	Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
ANI	8	\$0.00	\$896.00	\$10,752.00
ALI	15	\$0.00	\$7,740.00	\$92,880.00
Other - 911 features	8	\$0.00	\$1,862.40	\$22,348.8
Totals		\$0.00 (A.4.a)		\$125,980.80 (A.4.b)

A.5. Administrative & Backup Lines (for the provision of 9-1-1 services)

Name of Exchange	Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
BAN 570-836-6161 (CENTREX)	36	\$0.00	\$551.69	\$6,620.28
FAX	2	\$0.00	\$33.79	\$405.48
	Totals	\$0.00 (A.5.a)		\$7,025.76 (A.5.b)

B.1. PSAP Equipment and CPE

Cost Category	Owned / Leased	Quantity	Non- Recurring	Monthly Recurring	Total Annual Recurring
Other ALI / ANI Equipment	Owned	1	\$0.00	\$1,048.17	\$12,578.00
GIS	Owned	1	\$0.00	\$531.67	\$6,380.04
Recording Equipment	Owned	1	\$0.00	\$301.67	\$3,620.04
Other - Netclock Maintenance	Owned	1	\$0.00	\$104.33	\$1,252.00
Emergency Generator System	Owned	1	\$0.00	\$320.00	\$3,840.00
Tower Sites - Maintenance	Owned	1	\$0.00	\$273.92	\$3,287.04
Microwave Systems	Owned	1	\$0.00	\$1,146.67	\$13,760.04
Other - CPE Maintenance	Owned	1	\$0.00	\$3,383.33	\$40,599.96
Other - CAD Maintenance	Owned	1	\$0.00	\$3,951.33	\$47,415.96
Other - GIS Data Layer Maintenance	Owned	1	\$0.00	\$4,483.50	\$53,802.00
Other - PSAP Equipment Repair and Maintenance	Owned	1	\$0.00	\$1,391.33	\$16,695.96
Other - CAD ESP	Owned	1	\$0.00	\$915.50	\$10,986.00
			\$0.00		\$214,217.04
			(B.1.a)		(B.1.b)

C.1. Miscellaneous Costs

Cost Category	Non-Recurring	Total Annual Recurring
County Administrative	\$0.00	\$2,178.18
Telephone Company Administrative	\$0.00	\$4,356.36
Other - Audit	\$0.00	\$300.00
Other - PSAP Internet	\$0.00	\$1,337.00
Office Supplies	\$0.00	\$4,730.00
Other - Printing Copying	\$0.00	\$2,226.00
Other - Public Education	\$0.00	\$1,670.00
Other - Postage	\$0.00	\$390.00
Totals	\$0.00 (C.1.a)	\$17,187.54 (C.1.b)

D.1. Personnel Costs

Cost Category	Quantity	Hourly Rate	Benefits Costs	Total Annual
911 Director	1	\$26.27	\$27,203.48	\$81,847.08
911 Deputy Director	1	\$20.21	\$17,630.85	\$59,664.39
Other - Laed Communicationa Specialist	1	\$17.25	\$14,809.57	\$50,691.87
GIS Personnel for 911	1	\$22.83	\$15,576.72	\$63,072.94
Administrative Personnel for 911	1	\$13.20	\$25,164.59	\$52,634.20
Supervisory Personnel	2	\$24.24	\$43,446.02	\$100,857.68
Supervisory Personnel	2	\$20.78	\$29,029.26	\$86,440.92
Telecommunicators - Full Time	1	\$20.49	\$20,572.67	\$63,191.87
Telecommunicators - Full Time	1	\$18.80	\$20,572.67	\$59,676.67
Telecommunicators - Full Time	1	\$14.43	\$20,572.67	\$50,587.07
Telecommunicators - Full Time	3	\$41.37	\$61,718.01	\$147,767.61
Telecommunicators - Full Time	1	\$13.38	\$19,828.95	\$47,680.15
Telecommunicators - Full Time	1	\$13.00	\$12,620.58	\$39,660.58
Telecommunicators - Full Time	4	\$48.00	\$50,482.32	\$150,322.32
Telecommunicators - Full Time	2	\$23.00	\$24,095.38	\$71,935.38
Totals				\$1,126,030.73 (D.1.b)