

December 23, 1997

## MEMORANDUM

TO: COUNTY JUDGE AND COMMISSIONERS  
FROM: JOHN WILLINGHAM, HUMAN RESOURCES *fw*  
SUBJECT: UPDATED COUNTY POLICY MANUAL

Attached please find an updated version of the County Policy Manual, which will be on the January 13 agenda for consideration. At the suggestion of Dale Rye, the Manual has been reviewed for legal compliance by outside counsel. Mr. Patrick Dohoney, an associate of Ms. Bettye Springer in the employment law section of the Haynes & Boone law firm, Fort Worth, conducted the review. Both the Benefits Administrator and County Treasurer made strong contributions to the updated policies. We would appreciate any questions or suggestions you may have.

The most significant changes are cited below:

- Throughout the Manual: the Benefits Administrator and the County Treasurer are now listed as the contact persons in certain areas formerly managed by the County Auditor;
- Page 2: Clarifies the areas of responsibility for the Human Resources Director, Benefits Administrator, and County Treasurer;
- Page 3: States that notices of policy changes will be sent to County offices and departments, which will then be responsible for disseminating the changes to employees;
- Pages 7-8: Provides a much lengthier list of the types of misconduct that may result in disciplinary action, including dismissal from employment;
- Page 17: Includes the County Workplace Violence Policy;
- Pages 19-20: Clarifies the County's exit interview procedures;
- Page 25: Lists pro-rated benefits for part-time employees in a way that is compatible with the budget order;
- Page 27: Clarifies the relationship of Family Medical Leave to other forms of leave;
- Page 31: Updates retirement information;
- Pages 32-41: Provides a detailed explanation of medical, dental, and flex benefits.

AGENDA ITEM # 10

January 13, 1998

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Consider approving Policy and Procedures Manual for 9-1-1 Emergency Communication.

Moved: Judge Doerfler

Seconded: Commissioner Hays

Motion: To approve Policy and Procedures Manual for 9-1-1 Emergency Communication.

Vote: Motion carried 4 - 0 with Commissioner Mehevec absent from the dais  
< Clerk copy here >

***EMERGENCY SERVICES DIVISION***

***Policy and Procedures Manual  
for  
CAPCO Funded Local Governments  
9-1-1 Emergency Communications***

*approved 1-13-98  
John C. Daerfler*

057

## **Capital Area Planning Council Emergency Services Division**

### **MISSION**

**MISSION STATEMENT:** The Capital Area Planning Council 9-1-1 Emergency Services Division, in partnership with local governments, public safety agencies and emergency responders, is committed to providing quality implementation of emergency number accessibility for citizens in need of emergency assistance. This is accomplished through modern technology, expertise, professional training and continued support including comprehensive and accurate data and public education information throughout the region.

### **INTRODUCTION**

The Capital Area Planning Council (CAPCO) is a regional planning commission and political subdivision of the State of Texas. CAPCO was organized and operates under the Texas Regional Planning Act of 1965, as amended, Chapter 391 of the Local Government Code. CAPCO has developed and the Texas Advisory Commission on State Emergency Communications (ACSEC) has approved a Strategic Plan to establish and maintain 9-1-1 emergency telephone service in State Planning Region 12.

The policies and procedures set forth in this manual are for the primary purpose of providing a safe and productive working environment for Emergency Communications employees of the 10-county region served by the Capital Area Planning Council. They are established to provide a consistent, effective, and understanding of emergency services practices. The policies and procedures are established by the Emergency Services Division (9-1-1) of the Capital Area Planning Council and are approved by the CAPCO Executive Committee. Any amended, revised, or new policy must be approved by the Executive Committee.

058

### **ADMINISTRATION/FINANCE**

## ADMINISTRATION/FINANCE

CAPCO has entered into an interlocal contract with each of the ten counties and with the entities operating Public Safety Answering Points (PSAPs) under Chapter 791 of the Government Code to allow participation in implementing the enhanced 9-1-1 emergency telephone system in the region and to outline the duties and responsibilities of the Public Agency in exchange for the compensation provided. The Public Agency serves as an independent contractor for CAPCO, and CAPCO owns all 9-1-1 equipment purchased by or on behalf of the Public Agency with the 9-1-1 emergency services fees. Public Agency is licensed to use the 9-1-1 equipment for establishing and maintaining enhanced emergency telephone services.

CAPCO maintains a line-item budget for each contract with a Public Agency, and each Public Agency shall not spend in excess of a particular line item. CAPCO does have the authority to transfer between line items, and Public Agency can request such transfers using the appropriate forms (attachment 1). CAPCO will distribute a financial report showing expenditures and fund balances to the designated authority at the end of each quarter.

The CAPCO 9-1-1 Program fiscal year is defined as September 1<sup>st</sup> - August 31<sup>st</sup>.

**Purchases and Reimbursements**

There are two methods that Public Agencies may choose to procure equipment, services and supplies associated with the CAPCO 9-1-1 program

1. Reimbursement - As approved by CAPCO and included in the 9-1-1 Strategic Plan, the Public Agency may procure the items according to their own procurement policies and submit for reimbursement to CAPCO.

The Public Agency shall submit the reimbursement request on the CAPCO forms provided (attachment 2) and attach supporting documentation that includes invoices and/or receipts. Any personnel reimbursement shall include a copy of the Public Agency's payroll voucher for the period of the request. All forms shall be signed by the authorized authority such as the County Judge, County Auditor, City Manager, Department Head or person designated in writing by this authority.

All applicable purchase orders or invoices must be dated prior to August 31<sup>st</sup> of the current fiscal year and shall be submitted to CAPCO for processing prior to 5pm CST on September 15<sup>th</sup> of the following fiscal year. All requests submitted after September 15<sup>th</sup> will not be processed.

If the funding is not available or proper documentation has not been provided CAPCO will notify the Public Agency in writing within 30 days of receipt of the request. Public Agency shall rectify any discrepancies within 30 days of notification or reimbursement will be denied.

If funding is available and proper documentation is provided, CAPCO will submit payment within 30 days of receipt of said request.

All equipment purchases will be inventoried by CAPCO at a later date.

2. Direct Purchase - The Public Agency may request that CAPCO purchase equipment, services and supplies to be used by said agency for the benefit of the CAPCO 9-1-1 Program.

The Public Agency shall submit a CAPCO Purchase Requisition (attachment 3) for such items signed by an authorized individual. The requisition must be complete with all of the required information including the vendor's name, address, and telephone number. The request must be under \$ 2,500 or to a vendor authorized by CAPCO or included on the State of Texas Vendor Catalog.

Except as arranged through a separate agreement, CAPCO will not complete the Public Agency's bid process.

Upon delivery of items, the Public Agency shall verify receipt of said items in writing to CAPCO. CAPCO will issue payment to said vendor and deduct the purchase amount from the proper line item in the budget. The Public Agency will be provided a copy of the adjusted budget within 30 days after payment to said vendor.

CAPCO will not authorize purchases by this method after June 15<sup>th</sup> of the current fiscal year.

Public Agency shall:

060

- submit reimbursement requests on a schedule determined by the Public Agency, but no later than the 15<sup>th</sup> of the month following the end of each quarter. Reimbursement requests received after 5pm CST on September 15<sup>th</sup> of the following fiscal year will not be processed.
- submit reimbursement requests in writing using CAPCO provided forms (attachment 3)
- submit line-item transfer requests on forms (attachment 2) provided by CAPCO no later than 10 days after transfer is identified
- maintain records at Public Agency's offices according to CAPCO's record retention policy

- allow CAPCO, the Advisory Commission on State Emergency Communications, and the Texas State Auditor to visit Public Agency's offices, talk to its personnel, and audit its records during normal business hours to evaluate performance.

061

**PUBLIC SAFETY ANSWERING POINTS**

All agencies operating a 9-1-1 Public Safety Answering Point within the CAPCO region shall:

- designate a PSAP Supervisor and provide related contact information as a single point of contact for CAPCO and its authorized personnel
- monitor the 9-1-1 Telecommunicators and equipment and report any failures or maintenance issues immediately according to CAPCO Trouble Reporting Procedures (attachment 4)
- keep a log (attachment 5) of all trouble reports and make copies of said log available to CAPCO on an as needed basis
- notify CAPCO of any and all major service-affecting issues or issues needing escalation within a service provider's organization
- notify CAPCO of any new 9-1-1 Telecommunicators and schedule them for the next available 9-1-1 equipment training class. CAPCO will schedule one 9-1-1 equipment training class per quarter and more often if necessary. Notification of new 9-1-1 Telecommunicators must be done within one week of employment. If the Public Agency chooses to train their own personnel, the Public Agency must certify in writing to CAPCO that the 9-1-1 Telecommunicator has been trained prior to using the CAPCO provided equipment
- allow CAPCO or its authorized agents coordinated access to all 9-1-1 equipment on an as-needed basis within normal operating hours (24 hours for all PSAPs)
- test all 9-1-1 Telecommunications Devices for the Deaf (TDD) for proper operation and to maintain user familiarity at least once per month
- log all TDD calls, as required by the Americans with Disabilities Act of 1990, and submit copies of said logs to CAPCO on an as-needed basis
- limit access to all 9-1-1 equipment and related data only to authorized public safety personnel
- keep confidential all 9-1-1 data and notify CAPCO immediately of any requests for said data as required by HB 1324, 75<sup>th</sup> Legislative Session, Texas House of Representatives
- make no changes to 9-1-1 equipment, software or programs without prior written consent from CAPCO.
- request free emergency communications training according to a process (attachment 10) defined by CAPCO
- notify CAPCO 48 hours prior to canceling any attendee's training
- reimburse CAPCO for any no-show training cancellations without 48 hours notification as determined by the attached schedule (attachment 11)

062

#### GENERAL 9-1-1 COORDINATION



Each County in the CAPCO region and the City of Austin shall appoint a 9-1-1 Coordinator who shall:

- be readily available to local governments and interested parties to address any issues and answer any questions related to the CAPCO 9-1-1 Program and other emergency communications issues
- hold informational and coordination meetings on a regular basis with local elected officials, County Sheriffs, PSAP Supervisors, Emergency Services Department Heads and other interested parties
- provide monthly reports of all 9-1-1 activities to CAPCO, including addressing meetings, public education, GIS and other outstanding issues on forms (attachment 7) provided by CAPCO
- coordinate with 9-1-1 PSAPs and local governments in the planning, implementation and operation of 9-1-1 emergency services on behalf of CAPCO
- coordinate public education activities within their county and other local jurisdictions
- request 9-1-1 Public Education materials on a form provided by CAPCO
- complete and provide copies to CAPCO of an Event Profile Form (attachment 8) for any distributed Public Education materials (attachment 9)

063

#### ADDRESSING/GIS COORDINATION

Each County in the CAPCO region and the City of Austin shall:

- appoint a 9-1-1 Addressing/GIS Coordinator
- coordinate Addressing activities within their jurisdictions with local governments to include City and County personnel
- coordinate 9-1-1 Database, Emergency Service Zones and Master Street Address Guide activities with telephone companies, municipal and county personnel and CAPCO staff as determined by CAPCO
- adopt and keep current an Addressing Maintenance Plan
- notify CAPCO of annexations and MSAG changes as they occur on forms (attachment 12) provided by CAPCO. Notification of annexations should be no later than 30 days prior to the effective date of the annexation
- collect and verify 9-1-1 B Forms (attachment 13) from PSAPs and local governments and notify CAPCO via Fax or electronic mail of any changes within 24 hours of completion of verification
- resolve 701 Error Reports within 72 hours of receipt of such errors
- assist CAPCO in the development and maintenance of a Regional 9-1-1 Base Map
- digitize new plats and streets, update street names, address ranges and customer points for inclusion in the Regional 9-1-1 Base Map
- assist and coordinate with CAPCO on all phases of the 9-1-1 Map/ALI project to include Pilot, Build, Maintenance and add-on Phases
- provide a safe and healthy environment for all 9-1-1 Telecommunicators, vendors and guest to include a smoke-free workplace

## CAPITAL AREA PLANNING COUNCIL

## LINE ITEM TRANSFER REQUEST

County \_\_\_\_\_

Budget \_\_\_\_\_

Fiscal Year \_\_\_\_\_

1. Line Item Transfer From \_\_\_\_\_ Amount \_\_\_\_\_  
Line Item Transfer To \_\_\_\_\_

2. Line Item Transfer From \_\_\_\_\_ Amount \_\_\_\_\_  
Line Item Transfer To \_\_\_\_\_

3. Line Item Transfer From \_\_\_\_\_ Amount \_\_\_\_\_  
Line Item Transfer To \_\_\_\_\_

065

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Approved by: \_\_\_\_\_

Date \_\_\_\_\_

## TEXAS ADDRESSING MAINTENANCE PROJECT FINANCIAL REPORT

Grantee  CAPITAL AREA PLANNING COUNCIL 2512 IH-35 SOUTH, SUITE 204 AUSTIN, TEXAS 78704	County	Date
	COG Contact Person: GLENN ROACH	

Reporting Categories	911 Funds		Local Match		Total Expended	Approved Budget	Project Suc Balance
	This Period	Project to Date	This Period:	Project to Date			
1. Personnel							
2. Paper Maps							
3. Digital File							
4. Aerial Photography							
5. Map Reproduction							
6. Computer (PC)							
7. Computer (workstation)							
8. Database Software							
9. Mapping Software							
10. Digitizer							
11. Printer							
12. Plotter/Plotter time							
Training							
14. Road Verification Mile							
15. Road Sign Materials							
16. Road Sign Machine							
17. Sign Installation Labor							
18. GPS Receiver/Software							
19. Distance Measuring Eq.							
20. Postage/Notification							
21. Furniture							
22. Scanner							
23. Fax Machine							
24. Supplies							
25. Rent							
26. Telecommunications							
27. Other							
Total Cost							

066

Certification:  I certify to the best of my knowledge and belief that the information in this report is correct and complete, and that all expenditures were made in compliance with the ACSEC rule 251.3 and the terms and provisions of the Grant Agreement providing for this reimbursement.  Signed:	Date:
	Print Name:

CAPITAL AREA PLANNING COUNCIL  
2512 INTERSTATE HWY. 35 SOUTH, SUITE 100  
AUSTIN, TX 78704  
(512) 443-7653 (512) 443-7658 (Fax)

Check Requested [ ]  
Requisition Date: \_\_\_\_\_

Vendor: \_\_\_\_\_

Ship To: \_\_\_\_\_

ITEM #	QUAN	DESCRIPTION	UNIT COST	TOTAL COST

TOTAL

PURPOSE OF PURCHASE:

Project	Account	Amount

Requisitioned By \_\_\_\_\_

Date Needed \_\_\_\_\_

067

Budget Approval \_\_\_\_\_ Date \_\_\_\_\_

Purchasing Approval \_\_\_\_\_ Date \_\_\_\_\_

Department Manager Approval \_\_\_\_\_ Date \_\_\_\_\_

Executive Director Approval (purchase above \$300) \_\_\_\_\_ Date \_\_\_\_\_

## TROUBLE REPORTING PROCEDURES

Enhanced 9-1-1 is a critical emergency service, and any condition that interferes with a caller reaching the proper emergency service and having a proper address display must be corrected. All equipment problems should be reported immediately to the repair center.

### EMERGENCY VS. NON-EMERGENCY TROUBLE

I. **EMERGENCY TROUBLE** requires immediate action by the telephone company in the interest of public safety.

- A. PSAP is unable to receive calls or talk on any 9-1-1 lines, at any positions.
- B. PSAP is unable to transfer calls to another response agency.
- C. ANI and/or ALI failure at all positions.

II. **NON-EMERGENCY TROUBLE** does not seriously impair service and does not critically affect public safety. It requires telephone company action, but may not require immediate action.

- A. One or two 9-1-1 lines are not working, but there are enough in-service to handle the call volume.
- B. ANI and/or ALI failure at one or two positions.

## LENDING LIBRARY POLICY & PROCEDURES

The Capital Area Planning Council (CAPCO) has a variety of educational video and audio tapes that are available to staff. Following are the policy guidelines:

1. CAPCO will loan videotapes and audio tapes only to PSAP'S, staff members, and board members of CAPCO.
2. To borrow a tape, a member must complete and sign the "Lending Library Agreement" form.
3. All requests to borrow materials will be made to Joanna Oliver or Delia Zapata.
4. All materials will be checked for quality and damage before ending out, and again upon return.
5. All materials will be sent by registered mail and each tape will be insured for its full value. CAPCO will pay the cost of sending the material and the borrower will incur the cost of return postage including insurance.
6. A copy of the signed agreement form will be enclosed with the material at the time of shipment.
7. If the material is damaged and it is believed to be the fault of the borrower, steps will be taken for CAPCO to receive compensation for the loss of the tape, as stated in the agreement form.
8. CAPCO will provide an inventory report to the board at the end of each term.

**LENDING LIBRARY AGREEMENT FORM**

Member's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Agency: \_\_\_\_\_ Dept.: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX: \_\_\_\_\_

CAPCO agrees to loan the following materials:

\_\_\_\_\_  
\_\_\_\_\_to \_\_\_\_\_ a member in good standing, on this  
day \_\_\_\_\_ and to be returned to CAPCO by \_\_\_\_\_.CAPCO will pay for the expense of sending the material and said member will pay for the  
return, which includes sending by registered mail and insured for \$ \_\_\_\_\_. If the  
member loses or destroys the tape, the member agrees to pay CAPCO \$ \_\_\_\_\_.

I understand and agree to the above conditions.

\_\_\_\_\_  
Member's Signature\_\_\_\_\_  
Date

070

**OFFICIAL USE ONLY**

Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

Return material to: \_\_\_\_\_

*Attach postage/insurance information on form.*



## **Method for Reporting Trouble Begins with Calling the Repair Center at:**

**If you are using:**

<b>DTI equipment</b>	<b>1-800-321-2193 (SWB)</b>
<b>TCI equipment</b>	<b>1-800-945-7776 or 870-2266 (SWB)</b>
<b>TelPak equipment</b>	<b>1-800-451-3527 (GTE)</b>

**THIS WILL INITIATE THE REPAIR PROCESS.**

When calling to report problems, clearly identify yourself as a 9-1-1 PSAP that answers emergency telephone calls. Also, be prepared to provide the following:

1. Your name.
2. Your PSAP name & address location.
3. A contact phone number.
4. Nature of problem.

Phone company personnel will inform you of the status of the repair call. If you have not been contacted about the repair within the given time frame, **CALL BACK.**

**LOG ALL CALLS TO REPAIR. IT IS IMPORTANT TO MAINTAIN  
YOUR OWN RECORDS REGARDING SYSTEM PROBLEMS.**

**CAPCO 9-1-1 STAFF**

<u>Name</u>	<u>Work Phone</u>	<u>Pager</u>	<u>Mobile</u>	<u>E-Mail</u>
Castille, Crystal	512/916-6014	625-5475		crcastille
Derbonne, David	512/916-6022	896-2656	657-1732	dlderbonne
Greiner, Patsy	512/916-6017	606-3082		pkgreiner
Huggins, Robert	512/916-6039	625-8820		rwhuggins
Hurry, James D.	512/916-6018			jd hurry
Kelly, Richard	512/916-6030	606-3095	924-0992	rjkelly
Matjeka, Suzanne	512/916-6033	896-2655	924-5525	slmatjeka
Morgan, Matt	512/916-6034	625-0571	496-4849	mkmorgan
Oliver, Joanna	512/916-6090	896-8602	917-6185	jloliver
Roach, Glenn	512/916-6026	469-2412	413-2673	garoach
Saletan, Jesse	512/916-6031	606-4192		jdsaletan
Stanford, Scott	512/916-6019	896-1383	496-4845	sestanford
Watkins, Marilyn	512/916-6024	896-2653	496-4186	mrwatkins
Williams, Carol	512/916-6028	625-0862	496-4179	cwilliams
Zapata, Delia	512/916-6091	899-6003		dzapata

NOTE: E-mail addresses are followed by: @capco.state.tx.us`

COUNTY 9-1-1 COORDINATOR  
MONTHLY REPORT

Coordinator \_\_\_\_\_ County \_\_\_\_\_

Month \_\_\_\_\_

MEETINGS HELD (Minutes Attached):

Addressing/GIS Meetings:

With Municipalities \_\_\_\_\_

With County \_\_\_\_\_

Elected Officials: \_\_\_\_\_

Sheriff/Police Chief: \_\_\_\_\_

PSAP Supervisors: \_\_\_\_\_

Fire/EMS: \_\_\_\_\_

Results/Concerns:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PUBLIC EDUCATION:

Date/Location: \_\_\_\_\_  
\_\_\_\_\_

ADDRESSING MAINTENANCE PLAN: \_\_\_\_\_ Yes (Attached) \_\_\_\_\_ No

Annexations \_\_\_\_\_

073

DATABASE PERFORMANCE MEASURE

County: \_\_\_\_\_  
Reporting Personnel: \_\_\_\_\_  
Reporting Period (Mo/Yr): \_\_\_\_\_

Contacts with *addressing personnel* at municipalities and county:  
(Personalize for each county -List each city within the county  
and a monthly contact for addressing/database coordination.)

New Subdivisions Addressed \_\_\_\_\_  
# New Lots \_\_\_\_\_

Notification sent to appropriate  
Police \_\_\_\_\_ Yes  
Fire \_\_\_\_\_ Yes  
EMS \_\_\_\_\_ Yes  
Postmaster \_\_\_\_\_ Yes

Addresses Provided to Citizens (either new address or route/box conversion)\_\_\_\_\_

CAPCO:  
Reporting Personnel: \_\_\_\_\_

# 9-1-1 A Forms Processed \_\_\_\_\_  
# 9-1-1 B Forms Processed \_\_\_\_\_  
# 701 Corrections Processed \_\_\_\_\_

**pSAP Number**


*To assist with tracking equipment problems, a log should be kept of all problems encountered on the equipment. This log will serve as a permanent record of all equipment troubles.*

[illegible]

**TDD/TTY USE LOG**

Agency Name \_\_\_\_\_ Address \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_

 **Log all calls including test calls. Maintain this record according to your agency's requirements.**

[illegible]

## MONTHLY REPORTS

077

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**Public Education Material Request Form Instructions**

This form must be completed when requesting any 9-1-1 public education material. If you would like to place an order, fill out this form and the Event Profile form and fax it to 512-442-3911 or mail it to 9-1-1 Training Center, 2512 IH 35 South, Suite 204, Austin, Texas 78704. Allow 2-3 working days, depending on the quantity ordered, for staff to pull this material. Please indicate the quantity next to the item requested.

Name = The name of the person requesting the material.

Agency = The name of the agency the person is employed with.

Phone = A daytime telephone number + area code where the person can be reached, if necessary.

Date = Today's date.

Approved by = Must have approval of 9-1-1 training center staff.

For what use = State what you will be using the public education material for. Examples: 9-1-1 public education awareness class; educate kindergarten class about 9-1-1.

Date received = The day you received material.

Signature = The signature of the person accepting material.

**Event Profile Form Instructions**

This form must be completed, in addition to the Public Education Material Request form, when requesting 9-1-1 public education material for your event.

Public Safety Agency = The name of the department you are currently employed with.

Your name = Write the name of the person filling out the form.

Type of event = Indicate the name of the event for which you will be distributing the public education material. Examples: LCRA Rodeo, National Night Out, parade, booth at county fair/festival, etc.

Audience size = The approximate size of audience targeted at the event.

Location of event = The name of the city where the event is being held.

Date of event = The date the event is being held.

Address and phone number of event coordinator = The mailing address and daytime telephone number of the person responsible for accepting and distributing material at event.

Briefly describe how you will incorporate 9-1-1 into your message = Explain what method will be used to educate the public at the event about 9-1-1.



Following is a list of the public education supplies currently used and the age group for which they are recommended. All items are not always available. CAPCO may recommend a substitute item when sufficient quantities are not in stock and recommendations will be made for age groups.

<u>Item</u>	<u>Age Group</u>	
Litterbags (good to fill with oter items at schools or fairs)	All	
Balloons (to decorate booths, floats, or for Red E. Fox to carry)	All	
Red E. Fox pencils	K - 6 <sup>th</sup> grade	
CAPCO pencils	7 <sup>th</sup> grade - Adult	
Red E. Fox rulers	2 <sup>nd</sup> - 6 <sup>th</sup> grades	
Plastic rulers ("In an Emergency, 9-1-1 Measures Up")	7 <sup>th</sup> - 12 <sup>th</sup> grades	
"Make the Right Call" magnets	High school - Adult	
Coin key chain (holds 2 quarters, 9-1-1 logo - These are not kept in large quantities, use for special groups.)	Adult	
Lite key chain (with 9-1-1 logo)	Adult	
Jar opener	Adult	
Bike reflectors (bike rodeos, good to toss off floats, presentations at schools)	K - 4 <sup>th</sup> grade	
Stress balls (used as give-aways to dispatchers attending stress classes; other special occasions)	Adult	
Red E. Fox activity books	K - 3 <sup>rd</sup> grade	
9-1-1 lapel pins (for PSAP employees, volunteers, staff)	Adult	
MTRC stickers	All	
Red E. Fox stickers	All	
Magnifier bookmark	Adult	
9-1-1 information cards	All	
Rural addressing brochures	All	
TDD cards (Telecommunication Device for the Deaf)	All	
Red E. Fox classroom kits	K - 2 <sup>nd</sup> grade	
9-1-1 phone demonstrators (check-out item to be returned after presentation or event)	All	
9-1-1 wipe-off boards	Adult	
Cellular information cards	High school - Adult	
MTRC note pads	Adult	
9-1-1 telefinder (glow-in-the-dark sticker for phone)	All	
Red E. Fox costumer (check-out item that must be returned after presentation or event)	All	079





Capital Area Planning Council 9-1-1

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### EVENT PROFILE

Public Safety Agency \_\_\_\_\_ Your name \_\_\_\_\_

Type of event \_\_\_\_\_ Audience size \_\_\_\_\_

Location of event \_\_\_\_\_ Date of event \_\_\_\_\_

Address and phone number of event coordinator \_\_\_\_\_

Briefly describe how you will incorporate 9-1-1 into your message \_\_\_\_\_



Capital Area Planning Council 9-1-1

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### EVENT PROFILE

Public Safety Agency \_\_\_\_\_ Your name \_\_\_\_\_

Type of event \_\_\_\_\_ Audience size \_\_\_\_\_

Location of event \_\_\_\_\_ Date of event \_\_\_\_\_

Address and phone number of event coordinator \_\_\_\_\_

Briefly describe how you will incorporate 9-1-1 into your message \_\_\_\_\_

VOL 0094 PAGE 774

## TRAINING REQUEST

082

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1

**Emergency Communications Training  
Cancellation Policy**

VOL 0094 PAGE 775

CAPCO 9-1-1 is able to provide needed training for the thirty-six Public Safety Answering Points (PSAPs) in our region at no cost to telecommunicators and their departments. However, when space is reserved for a training class offered by CAPCO 9-1-1 that will not be filled, students or the supervisor who made the reservation, must cancel such reservation within 48 hours of the start of the class or payment for the class will be invoiced to the appropriate agency for the "no show".

Following is a list of the training classes currently offered by CAPCO and the amount that will be charged to the department for each "no show":

<u>Course Title</u>	<u>Cost per "No Show"</u>
40-hour Basic Telecommunicator Course	\$ 100.00
NCIC/TCIC Course	100.00
Stress Management	100.00
Liability & Public Images Concerns	150.00
Verbal Judo	100.00
Emergency Medical Dispatch	225.00
TDD (Telecommunication Device for the Deaf)	100.00
9-1-1 Equipment	100.00
Database Course	100.00
Cultural Sensitivity	200.00
Fire Dispatch	175.00

083

The MSAG change request form is used to insert, delete, or change any of the following items in the telephone company Master Street Address Guides (MSAG):

Street Name  
Street Directional  
Street Suffix  
Community Name  
Street Range  
Odd, even or both indicators  
Emergency Service Number (ESN).

This form is for any and all MSAG corrections.

The following is an explanation for each entry, numbered to correspond with the sample form provided:

1. Request: Insert, Change, Delete: type of change requested. Telephone Number: of above; Date: request was made; \*Note: If an item is already in the MSAG, a CHANGE or DELETE will be made; If a street is BRAND NEW, it will need to be an insert. (i.e., County Rd 249 is being annexed into the city, the city sends CAPCO a CHANGE form requesting that the community name and ESN be changed...).
2. Existing Street: Directional, current Street Name, Suffix if required. New Street: Directional, New Street, Suffix if required.
3. Serving Telephone Company: and the telephone Exchange: area the street is located in. If the street is in multiple exchanges and/or in multiple telephone company territories, separate forms should be completed for each. Each form should show only the street ranges within the exchange area.
4. Requested by: person of contact for the requested change in case of a problem.
5. Existing Community: The community name assigned by the Post Office appearing in the telephone companies' MSAG. Include the Zip Code: if known. New Community: The Community name as it should appear in the telephone company's MSAG.
6. The Existing Range: of the street, the Low Number range, the High Number range. O/E/B: Odd ranges only/Even ranges only/Both odd and even ranges, ESN: Emergency Service Number for each range, ICL/OCL inside city limits or outside city limits.
7. The New Range: of the street, the Low Number range, the High Number range, O/E/B: Odd ranges only/Even ranges only/Both odd and even ranges, ESN: Emergency Service Number for each range, ICL/OCL inside city limits or outside city limits.
8. City/PSAP Remarks: any pertinent comments on the requested change.
9. TELCO Remarks: comments from the telephone company regarding the requested change.

## XXXXXX COUNTY SHERIFF'S DEPARTMENT

## ANI/ALI PROBLEM CALL REPORT

CAPCO 9-1-1 REGION

VOL 0094 PAGE 777

FORM 911 B ALI

DATE OF CALL	TIME OF CALL	OPERATOR ID	SUPERVISOR ID
1	2	3	4

PHONE NUMBER DISPLAYED (ANI):

DISPLAY STATUS (Check One)

FLASHING	6	STEADY
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PHONE TYPE (Check One) :

Business	Residential	7	Coin	Mobile	CNTX	PBX
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PROBLEM (Check One) :

Record Not Found	8	Incorrect Address	Foreign Exchange	Misrouted, Send To:	Other:
------------------	---	-------------------	------------------	---------------------	--------

ADDRESS DISPLAYED (ALI):

COMMUNITY DISPLAYED:

CORRECT INFORMATION AS SHOWN BELOW

TELEPHONE NUMBER:

NAME:	11
-------	----

ADDRESS:

NUMBER	STREET	APT. ROOM ETC
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COMMUNITY:

PSAP COMMENTS:

(FOR TELCO USE ONLY)

(FOR CAPCO USE ONLY)

RECEIVED:	ACTION:
ACTION:	
	DATE:
RETURNED TO CAPCO: DATE:	
BY:	CAPCO INITIALS: 085
SHOWS ESN	
COUNTY	

FAX THIS FORM DIRECTLY TO CAPCO AT (512) 443-7658

## APPENDIX A

### SAMPLE CONTRACTS



AGENDA ITEM # 11

January 13, 1998

\*

Consider approving interlocal agreement with TAC concerning Worker's Compensation Self Insurance Fund.

Moved: Judge Doerfler

Seconded: Commissioner Heiligenstein

Motion: To approve interlocal agreement with TAC concerning Worker's Compensation Self Insurance Fund.

Vote: Motion carried 4 - 0 with Commissioner Mehevec absent from the dais.  
< Clerk copy here >