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Replaces:

Date Issued: April 01, 1995

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Subject: Scope of Document

The Policies and Procedures contained within this document are limited to the following:

1. Operation of the El Paso and Teller County Enhanced 9-1-1 System
2. Equipment, Systems and Services provided and maintained by the Authority Board
3. Authority Board Member activities, training and travel
4. Issues common to the operation of the Enhanced 9-1-1 network which must be standardized and coordinated to provide optimum service
5. Enhanced 9-1-1 call taking/handling techniques

It is neither the intent or policy of the Authority Board to prescribe dispatch and communication center policy, procedures and protocols. The techniques and procedures used to dispatch, alert and communicate with emergency public safety responders are the responsibility of local PSAP/Communications centers.