

Number: 4.31

Date Issued: June 23rd, 2004

Date Effective: June 23rd, 2004

Subject: Downgrade of Service Level at PSAP or Twenty-four hour dispatch center.

Policy: The Enhanced 9-1-1 Authority shall follow the current of this policy in determining what equipment will be left or removed when a PSAP or Twenty four dispatch center changes its level of service provided to the Authority.

Purpose: To list items of equipment that will be removed from a PSAP or a Twenty four hour dispatch center if there is a change in status of service provided to the Authority.

Procedure:

No sooner than thirty days (30) following the change in service level by a PSAP or Twenty four-dispatch center, the 9-1-1 System Manager is directed by the Authority to remove the following items:

- 01) All equipment and software operating Regional CAD.
- 02) All equipment and software operating the 9-1-1 system.
- 03) All equipment and software operating the Emergency Medical Dispatch system.
- 04) All equipment and software operating the

- mapping software system.
- 05) All backroom telephone equipment and phone sets, unless the system is operating more than the communication center. This item may require negotiation with the agency to allow them to purchase the equipment to maintain the telephone system.
 - ~~06)~~ Removal of the generator and UPS system, unless the agency desires to keep this equipment. IF AGENCY DESIRES TO KEEP THESE ITEMS, THEY WILL BE ALLOWED TO BID ON THEM PER POLICY 4.30
 - 07) Removal of 9-1-1 trunk lines, data circuits, T-1's and other telephone related circuits which will no longer be used by the agency downgrading their level of service provided to the Authority.

Exceptions:

- 01) The agency, which has downgraded their level of service to the Authority may file a written request with the system manager for presentation to the Authority requesting certain items of equipment be left in their center. This letter of request should contain detailed information as to why the agency is making this request. (budget restraints, etc) POLICY 4.30 WILL BE ADHERED TO FOR THIS EXCEPTION.
- 02) The Authority has the option, when it the best interest of the Authority to not remove items from the agency and pass those items from the Authority inventory to the agency inventory

with the understanding the item is being passed without any responsibility of maintenance and/or replacement by the Authority, PER POLICY 4.30.