

## **9.34 LAKE COUNTY**

**3/25/08**

### **9.34.1 SYSTEM SUMMARY**

Lake County has a type 4 E911 system consisting of eight primary and one secondary PSAP as follows.

#### **9.34.1.1 SHERIFF'S DEPARTMENT PRIMARY PSAP**

The Sheriff's Department Primary PSAP is located at the Sheriff's communication center in Tavares. This PSAP direct dispatches all law enforcement calls for the unincorporated areas plus Police Departments in Astatula, Fruitland Park, Howey in the Hills, Minneola, Monteverde and Umatilla. Call transfers are made to the Secondary PSAP at Lake Sumter EMS.

#### **9.34.1.2 EUSTIS POLICE DEPARTMENT PRIMARY PSAP**

The Eustis Police Department Primary PSAP direct dispatches calls for law enforcement in the City of Eustis. Fire and Emergency Medical Service calls are transferred to Lake Sumter EMS.

#### **9.34.1.3 LADY LAKE POLICE DEPARTMENT PRIMARY PSAP**

The Lady Lake Police Department Primary PSAP direct dispatches calls for law enforcement only. Fire and Emergency Medical Service calls are transferred to Lake Sumter EMS.

#### **9.34.1.4 LEESBURG POLICE DEPARTMENT PRIMARY PSAP**

The Leesburg Police Department Primary PSAP direct dispatches calls for law enforcement. Fire and Emergency Medical Service calls are transferred to Lake Sumter EMS.

#### **9.34.1.5 MOUNT DORA POLICE DEPARTMENT PRIMARY PSAP**

The Mount Dora Police Department Primary PSAP direct dispatches law enforcement calls. Calls for Fire and Emergency Medical Services are transferred to Lake Sumter EMS.

#### **9.34.1.6 CLERMONT POLICE DEPARTMENT PRIMARY PSAP**

The Clermont Police Department Primary PSAP direct dispatches calls for law enforcement calls. Emergency Medical Service and Fire calls are transferred to Lake Sumter EMS.

#### **9.34.1.7 GROVELAND POLICE DEPARTMENT PRIMARY PSAP**

The Groveland Police Department Primary PSAP direct dispatches calls for law enforcement in Groveland and Mascotte. Fire and Emergency Medical calls are transferred to Lake Sumter EMS.

#### **9.34.1.8 TAVARES POLICE DEPARTMENT PRIMARY PSAP**

The Tavares Police Department Primary PSAP direct dispatches calls for law enforcement in Tavares. Fire and Emergency Medical calls are transferred to Lake Sumter EMS.

#### **9.34.1.8 LAKE SUMTER EMS SECONDARY PSAP**

The Lake Sumter EMS Secondary PSAP direct dispatches Emergency Medical calls for all primary PSAPs in the County. It also direct dispatches Fire calls for the unincorporated areas plus Astatula, Clermont, Eustis, Fruitland Park, Howey-in-the-Hills, Lady Lake, Leesburg, Minneola, Monteverde, Mount Dora, Tavares, and Umatilla.

### **9.34.2 SYSTEM MANAGEMENT**

The Lake County E911 system is managed by a 911 Coordinator. The responsible fiscal agent is the Board of County Commissioners.

### **9.34.3 INTERLOCAL AGREEMENTS**

Table 9.34-3 shows the required interlocal agreement for the Lake County 911 system. Typical interlocal agreements are shown in the Appendix.

TABLE 9.34-1

LAKE COUNTY E911 SYSTEM DEFINITION

Lake County Sheriff's Department Primary PSAP

Location	Lake County Sheriff's Office, Tavares
Number of Answering Positions	7
Type of Answering Position	Call Taker
Total Staff	45
Number of Logging Recorders	1 – 48 Channel Stencil
Number of Instant Playback Recorders	7
Call Answering Equipment	Plant Vesta Consoles
911 Trunks	10
Transfer Lines	10
TDD	7

Eustis Police Department Primary PSAP

Location	Eustis Police Dept., Eustis
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Plant Maars Consoles
911 Trunks	2
Transfer Lines	2
TDD	2

Lady Lake Police Department Primary PSAP

Location	Lady Lake Police Dept., Lady Lake
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Plant Maars Consoles
911 Trunks	2
Transfer Lines	2
TDD	2

Leesburg Police Department Primary PSAP

Location	Leesburg Police Dept.
Number of Answering Positions	4
Type of Answering Position	Call Taker/Dispatcher
Total Staff	15
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	4
Call Answering Equipment	Plant Vesta Consoles
911 Trunks	2
Transfer Lines	2
TDD	4

Mount Dora Police Department Primary PSAP

Location	Mount Dora Police Dept., Mount Dora
Number of Answering Positions	2
Type of Answering Position	Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Plant Maars Consoles

911 Trunks	2
Transfer Lines	2
TDD	2

Clermont Police Department Primary PSAP

Location	Clermont Police Dept.
Number of Answering Positions	3
Type of Answering Position	Call Taker/Dispatcher
Total Staff	13
Number of Logging Recorders	1 – 16 Channel Stancil
Number of Instant Playback Recorders	3
Call Answering Equipment	Plant Maars Consoles
911 Trunks	3
Transfer Lines	3
TDD	3

Lake Sumter EMS Secondary PSAP

Location	Lake Sumter EMS
Number of Answering Positions	<u>8</u>
Type of Answering Position	6 Call Takers/4 Dispatcher
Total Staff	41
Number of Logging Recorders	1 – 56 Channel Stancil
Number of Instant Playback Recorders	6
Call Answering Equipment	Plant Vesta Consoles
911 Trunks	4
Transfer Lines	4
TDD	6

Groveland Police Department Primary PSAP

Location	Groveland Police Dept., Groveland
----------	-----------------------------------

Number of Answering Positions	2
Type of Answering Position	Call Taker/1 Dispatcher
Total Staff	8
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Plant Maars Consoles
911 Trunks	2
Transfer Lines	2
TDD	2

Tavares Police Department Primary PSAP

Location	Tavares Police Dept., Tavares
Number of Answering Positions	2
Type of Answering Position	2 Call Taker/Dispatcher
Total Staff	8
Number of Logging Recorders	1 – 16 Channel Stencil
Number of Instant Playback Recorders	2
Call Answering Equipment	Positron Viper
911 Trunks	2
Transfer Lines	2
TDD	2

TABLE 9.34-2

LAKE COUNTY CALL HANDLING

AGENCY

METHOD

VEHICLE

Lake County Sheriff's Department Primary PSAP

Lake County Sheriff's Dept.	Direct Dispatch	Radio
-----------------------------	-----------------	-------

Dispatching for:

Astatula Police Dept.	Howey in the Hills Police Dept.	Fruitland Park Police Dept.
Monteverde Police Dept.	Umatilla Police Dept.	Tavares Police Dept.

Fire/EMS Secondary PSAP	Transfer	Telephone
-------------------------	----------	-----------

Eustis Police Department Primary PSAP

Eustis Police Dept.	Direct Dispatch	Radio
---------------------	-----------------	-------

Dispatching for:

Eustis Police Department		
--------------------------	--	--

Fire/EMS Secondary PSAP	Transfer	Telephone
-------------------------	----------	-----------

Lady Lake Police Department Primary PSAP

Lady Lake Police Department	Direct Dispatch	Radio
-----------------------------	-----------------	-------

Lady Lake Fire/EMS Secondary PSAP	Transfer	Telephone
--------------------------------------	----------	-----------

Leesburg Police Department Primary PSAP

Leesburg Police Department	Direct Dispatch	Radio
----------------------------	-----------------	-------

Dispatching for:

Leesburg Police Department		
----------------------------	--	--

Fire/EMS Secondary PSAP	Transfer	Telephone
-------------------------	----------	-----------

Mount Dora Police Department Primary PSAP

Mount Dora Police Department	Direct Dispatch	Radio
------------------------------	-----------------	-------

Dispatching for:

Mount Dora Police Department		
------------------------------	--	--

Fire/EMS Secondary PSAP	Transfer	Telephone
-------------------------	----------	-----------

Clermont Police Department Primary PSAP

Clermont Police Department	Direct Dispatch	Radio
----------------------------	-----------------	-------

Dispatching for:

Clermont Police Department		
----------------------------	--	--

Groveland Police Department Primary PSAP

Groveland Police Department & Mascotte Police Department	Direct Dispatch	Radio
---	-----------------	-------

Dispatching for:

Groveland Fire Department & Mascotte Fire Department		
---	--	--

Lake Sumter EMS Secondary PSAP

Lake Sumter EMS Secondary PSAP		
--------------------------------	--	--

All Medical & 14 Cities Fire

EMS County Fire/Ambulance	Direct Dispatch	Radio
---------------------------	-----------------	-------

Tavares Police Department Primary PSAP

Tavares Police Department	Direct Dispatch	Radio
---------------------------	-----------------	-------

TABLE 9.34-3

LAKE COUNTY INTERLOCAL AGREEMENTS

<b>FIRST PARTY</b>	<b>SECOND PARTY</b>	<b>SUBJECT</b>
Lake County	Marion County	An interlocal agreement is required to define the call handling method and routing of each type of call received from Lake County citizens at the Marion County Primary PSAP located at the Sheriff's Department in Ocala.
Lake County	Orange County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Lake County E911 systems originating outside each County respectively.
Lake County	Sumter County	An interlocal agreement is required to define the call handling method and routing of each default call received by the Orange and Sumter County E911 systems originating outside each County respectively.
Lake County	Lake County Cities	An interlocal agreement is required to define the call handling method and subsequent transfer/relay means of the Lake County E911 system. It is also required to meet standards of system operation.