

POLICY TITLE	Emergency Service Number (ESN) Assignments
POLICY NUMBER	2014-02
FUNCTION	Administration
APPLIES TO	All CC911 Employees and Board Members

I. SCOPE / PURPOSE

The purpose of this policy is to define approved procedures for processing and assigning Emergency Service Number (ESN) and Emergency Service Zone (ESZ) designations for law enforcement, fire protection and emergency medical services (EMS) in Calhoun County, Alabama.

II. BACKGROUND

The Emergency Service Number (ESN) is a core element of Enhanced 9-1-1 (E9-1-1) emergency call services, whereas a specific code is pre-assigned to each entry in the Master Street Address Guide (MSAG). An ESN code represents a unique Emergency Service Zone (ESZ), which distinguishes a specific combination of emergency service agencies (police, fire and ES) with responsibility to serve a specific range of addresses within a particular geographical area.

When an E9-1-1 call is answered by a Public Safety Answering Point (PSAP), the PSAP references the pre-assigned ESN associated with the caller's MSAG entry in order to automatically display the appropriate law enforcement, fire protection service and/or EMS agency with jurisdictional responsibility, based on the location associated with the caller's telephone number. With ESNs, valuable time is saved as the call taker is not necessarily required to consult a map, or query the emergency caller, to determine which agency to dispatch for a particular call.

Typically, ESN boundaries are determined by overlaying law enforcement boundaries, fire service boundaries and ambulance service boundaries (usually a corporate limits or police jurisdiction) on the same map. The result is various polygons, each representing a specific ESZ which must be identified by a unique ESN assignment. All of the road segments in each particular polygon are coded in the MSAG with the applicable ESN. Where boundaries are determined by roads, homes on one side of the road (even numbers) are often coded with a different ESN than the homes on the other side of the road (odd numbers). It is not uncommon for a county to have hundreds of ESNs.

A change in any emergency service boundary will change the composition of a particular ESZ. For example, if a municipality annexes a rural subdivision, the applicable geographic area would then be covered by the city's police department instead of the county sheriff's office for law enforcement-related incidents. The ESN information for all of the addresses in the newly-annexed geographic area must be

changed on the MSAG to ensure the appropriate response agencies for police, fire and EMS will be properly assigned to an incident whenever an E9-1-1 call originates from within this area.

Once the approved procedures are completed as described herein, the Calhoun County 9-1-1 District will manage the applicable MSAG changes via the Local Exchange Carrier (LEC). Once the MSAG information is accurately updated, the applicable ESN information will be displayed at the time of an E9-1-1 call.

III. POLICY, PROCEDURES AND GUIDELINES

1. Law Enforcement and Fire Protection Service ESN Designations

1. When an ESN change involving law enforcement or fire service responsibility is received by the Calhoun County 9-1-1 District, and such request involves one or more address(es) within the corporate limits of a respective municipality in Calhoun County, and such request is bona fide, having been made by proper official communication from the city manager, city clerk or by resolution of the governing body of the respective municipality, the executive director of the Calhoun County 9-1-1 District is authorized to honor the request by enacting the ESN change.
2. With regard to ESN changes involving law enforcement or fire service responsibility for one or more address(es) outside of any corporate limits of a municipality in Calhoun County, but within the established and serviced police jurisdiction of a respective municipality in Calhoun County, the Calhoun County 9-1-1 District will cooperate with any municipality in determining the appropriate ESN designation.
3. With regard to ESN changes involving law enforcement responsibility for one or more address(es) in unincorporated areas of Calhoun County, which address(es) are not located within any corporate limits or police jurisdiction of any municipality in Calhoun County, the Calhoun County Sheriff's Office will have ESN assignment.
4. With regard to ESN changes involving fire service responsibility for one or more address(es) in unincorporated areas of Calhoun County, which address(es) are not located within any corporate limits or police jurisdiction of any municipality in Calhoun County, the Calhoun County 9-1-1 District will make ESN determinations, with the appropriate input and guidance from the executive director and the Calhoun County Volunteer Firefighters Association.

2. Emergency Medical Services (EMS) Emergency Service Number (ESN) designations

1. When an ESN change involving EMS responsibility is received by the Calhoun

County 9-1-1 District, and such request involves one or more address(es) within the corporate limits of a respective municipality in Calhoun County, and such request is bona fide, having been made by proper official communication from the city manager, city clerk or by resolution of the governing body of the respective municipality, the executive director of the Calhoun County 9-1-1 District is authorized to honor the request by enacting the ESN change (pursuant to AG Opinion 2012-077).

2. With regard to ESN changes involving EMS responsibility for one or more address(es) outside of any corporate limits of a municipality in Calhoun County, but within the police jurisdiction of a respective municipality in Calhoun County, the Calhoun County 9-1-1 District Board of Commissioners will make ESN determinations. The Calhoun County 9-1-1 District will cooperate with any municipality in determining the appropriate ESN designation, such that the EMS provider will afford the best, most efficient service to the affected address(es). The Calhoun County 9-1-1 Board of Commissioners may consider the following criteria when determining ESN assignment for an EMS provider within the police jurisdiction of a respective municipality (pursuant to Attorney General Opinions 2004-009 and 2004-152):
 - a) Proximity of the nearest EMS provider's station;
 - b) Estimated drive and/or response time(s) between a respective address and the nearest EMS station;
 - c) The maximum total number of paramedic response vehicles available at any given time;
 - d) The minimum number of paramedic response vehicles available at any given time;
 - e) The number of available and/or on-duty EMS personnel;
 - f) The training, certifications and experience of EMS personnel;
 - g) Historical call records and other data involving previous response times;
 - h) Incident reports filed by the Calhoun County 9-1-1 Center or any other public safety agency in Calhoun County;
 - i) Citizen complaints or civil actions concerning previous incidents.

3. With regard to ESN changes involving EMS responsibility for one or more address(es) in unincorporated areas of Calhoun County, which address(es) are not located within any corporate limits or police jurisdiction of any municipality in Calhoun County, the Calhoun County 9-1-1 District Board of Commissioners will make ESN determinations. Such requests for change(s) in ESN designations for an EMS provider may be considered upon receipt of an official request from an affected Calhoun County resident, a Calhoun County volunteer fire organization, a Calhoun County EMS provider, or any agent of the Calhoun County 9-1-1 District. The Calhoun County 9-1-1 Board of Commissioners may consider the following criteria when determining ESN assignment for an EMS provider within the police jurisdiction of a respective municipality:

- a) Proximity of the nearest EMS provider's station;
 - b) Estimated drive and/or response time(s) between a respective address and the nearest EMS station;
 - c) The maximum total number of paramedic response vehicles available at any given time;
 - d) The minimum number of paramedic response vehicles available at any given time;
 - e) The number of available and/or on-duty EMS personnel;
 - f) The training, certifications and experience of EMS personnel;
 - g) Historical call records and other data involving previous response times;
 - h) Incident reports filed by the Calhoun County 9-1-1 Center or any other public safety agency in Calhoun County;
 - i) Citizen complaints or civil actions concerning previous incidents.
4. If an ESN is proposed to be serviced by a "for-profit" EMS provider, then such service must be competitively bid in accordance with the Alabama Code.
 5. As requests for ESN changes are brought to the Board for its consideration, the 9-1-1 Executive Director shall assemble such requests and coordinate with the Board chairperson to schedule a "special called" meeting of the CC911 Board of Commissioners. Such special meetings shall not occur more than once per fiscal quarter. Upon scheduling of such special called meeting, public notice will be disseminated in accordance with the District's regular practice. At such hearing, the proponent of the change will be allowed to present argument and evidence as to why they should be entitled to provide the recommended service and any opponents will be permitted to present any matters in opposition. The CC911 Board shall deliberate and issue its decision within fourteen (14) days from the public hearing date.

IV. DEFINITIONS

9-1-1 Control Office – This term applies to a telephone company's central office which provides switching capability for Selective Routing of 9-1-1 calls, or terminates 9-1-1 dedicated lines from a central office or PSAP, or both. It controls the switching of the automatic number identification (ANI) and Selective Routing information to the PSAPs.

Automatic Location Identification (ALI) – This term refers to the automatic display of a 9-1-1 caller's telephone number, address/location of the telephone and supplementary emergency services information.

Automatic Number Identification (ANI) – This term refers to a telephone number associated with the access line from which a 9-1-1 call originates.

Emergency Service Number (ESN) – This term refers to a three to five digit number representing a unique Emergency Service Zone (ESZ) which identifies a specific combination of emergency service agencies (police, fire and EMS) with responsibility to serve a specific range of addresses within a particular geographical area. A particular ESN is associated with this polygon. The ESN facilitates selective routing (SR) and

selective transfer (ST), if required, to the appropriate PSAP for dispatch.

Emergency Service Zone (ESZ) – This term refers to a specific geographical area, often represented by a polygon, which identifies a unique combination of emergency service agencies (law enforcement, fire service and emergency medical service) assigned to respond to emergency incidents.

Enhanced 9-1-1 (E9-1-1) – This term refers to an emergency 9-1-1 network which includes network switching, database and PSAP premise elements capable of providing ALI, caller routing, fixed transfer, Selective Routing, Selective Transfer, speed calling and call back number.

Local Exchange Carrier (LEC) – This term refers to a telecommunications carrier which provides local exchange telecommunications services. A LEC may also be known as Incumbent Local Exchange Carriers (ILECs), Alternate Local Exchange Carriers (ALECs), Competitive Local Exchange Carriers (CLECs), Competitive Access Providers (CAPs), Certified Local Exchange Carriers (CLECs), and Local Service Providers (LSPs).

Local Service Provider (LSP) – This term is intended to encompass all companies providing dial tone to end users.

Master Street Address Guide (MSAG) – This term applies to a table-oriented database of street names and “house” (address) number ranges within their associated communities, defining ESZs and their associated ESNs to enable proper selective routing and/or selective transfer of 9-1-1 calls. Although the MSAG information resides with the applicable LEC, all inserts, changes and deletions involving MSAG data in Calhoun County, Alabama are administered by the Calhoun County 9-1-1 District. In order to properly maintain the accuracy and integrity of MSAG data, it is essential that only Calhoun County 9-1-1 District manages MSAG updates, along with resolving any MSAG data issue(s) by working with the LEC.

Primary PSAP – This term refers to a PSAP to which 9-1-1 calls are routed directly from the 9-1-1 Control Office.

Public Safety Answering Point (PSAP) – This term refers to an answering location for 9-1-1 calls originating in a given area. A PSAP may be designated as primary or secondary, which refers to the order in which calls are directed for answering. Secondary PSAPs receive calls on a transfer basis and generally serve as an answering location for a particular type of emergency call (i.e., police, fire, EMS, etc.). PSAPs can be located at police, fire or emergency medical service communications centers, or may be located in a specialized centralized communications center which handles all emergency communications for an area. PSAPs may be represented by an agent or agency for database administration.

Secondary PSAP – This term applies to a PSAP to which 9-1-1 calls are transferred

from a primary PSAP.

Selective Routing (SR) – This term applies to the automatic routing of a 9-1-1 call by the telephone network to the proper PSAP. Selective routing is accomplished by the ESN which is derived from the ALI, upon MSAG validation.

Selective Transfer (ST) – This term refers to a router-based service that allows the PSAP to conference with, and subsequently transfer a caller to a Secondary PSAP or secondary agency and deliver the ALI/ANI of the caller to the transfer location.

V. DATES

Created 02/23/2014

Presented to the Board of Commissioners 02/26/2014

Presented to the Board of Commissioners 03/19/2014

Enacted 03/19/2014