

Cuyahoga County NexGen 911 Phone Project

PSAP Information Response Form

1. *PSAP Name:*

2. *Point of Contact for your PSAP:*

Title:

Office Phone:

Cell Phone:

Email:

3. *Alternate Contact:*

Title:

Office Phone:

Cell Phone:

Email:

4. *Will your PSAP be participating or not participating in implementing the new call-taking equipment and going live by the end of April of 2015? If not participating, you understand the costs (refer to FAQ) that will be incurred by your PSAP relating to going live after initial systems installation.*

Select One

5. *If participating, you understand the costs (refer to FAQ) that will be incurred by your PSAP for early termination of the call-taking equipment?*

Select One

6. *Information needed for Emergency CallWorks regarding interfaces you require from the 9-1-1 equipment:*

Audio Interface Unit (AIU) - *An AIU provides the ability to use one headset for both your radio system and the ECW telephone.*

Does your PSAP intend to use a single headset for radio and call-taking audio?

Select One

If Yes, please provide radio vendor and console model # Radio Pin Out (Your radio vendor can assist with this info)

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Genovation Keypad – For centers that use headsets, typically those are supplemented with keypads. The keypad chosen for this project has 24 keys that you can use to answer calls, placing a call on hold, releasing a call, transfer to select locations all with the push of one button on the keypad.

Does your PSAP intend to use keypads with your positions? *Select One*

Recorder/Logger. The new 9-1-1 system can record to your current long term recorder solution. This is a common practice in PSAPs.

Does your PSAP intend to record the 9-1-1 calls on your recording system? *Select One*

If Yes, please provide the vendor, recorder make/model and whether it is an analog or digital (VoIP) system.

Select One

CAD Vendor – The new 9-1-1 system can interface with your CAD system. This is a common practice in PSAPs.

Does your PSAP intend to interface the 9-1-1 calls to your CAD system? *Select One*

If Yes, please provide the vendor, and CAD system you are using.

7. **Administrative Lines** – The new 9-1-1 system can receive 10-digit emergency numbers. This service is being provided at no additional charge to the PSAPs. (refer to FAQ for options).

Does your PSAP intend to port over any administrative phone numbers over the new 91-1-1 system? *Select One*

If Yes, please provide your telephone service provider.

If Yes, please list all Administrative phone numbers to be ported: