



SANTA ROSA COUNTY EMERGENCY MANAGEMENT

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MEMORANDUM

TO: Santa Rosa County Commission

FROM: Brad Baker, EM Director

THROUGH: Tony Gomillion, County Administrator

SUBJECT: Dept. of the Navy / SRC Emergency Communications MOU

DATE: April 14, 2016

RECOMMENDATION

Recommend Board approval of the updated Interlocal agreement between the Department of Navy and Santa Rosa County Emergency Communications.

BACKGROUND

This agreement, initially brought before the Board in 2013, reflects changes in command and contact information. Dispatch responsibility from NAS Whiting Field was transferred to the CNRSE Regional Dispatch Center located in Jacksonville, Florida. This Operating Agreement (N60508-20130301-001) establishes protocols for managing emergency calls (9-1-1 calls) for NAS Whiting Field and identifies responsibility and operational procedures to ensure all 9-1-1 calls for service originating from NAS Whiting Field and any associated off-base areas are answered appropriately.

COMPLETION

The Santa Rosa County Attorney has reviewed the agreement and, upon approval by the Board, original documents will be forwarded to the BOCC for signature.

OPERATING AGREEMENT
(N60508-20160401-001)

BETWEEN

COMMANDER, NAVY REGION SOUTHEAST

AND

NAVAL AIR STATION WHITING FIELD

AND

SANTA ROSA COUNTY EMERGENCY MANAGEMENT COMMUNICATIONS,
SANTA ROSA COUNTY, FLORIDA

Subj: OPERATING AGREEMENT ON OPERATIONAL PROTOCOLS AND
STIPULATIONS FOR MANAGING EMERGENCY CALLS FOR SERVICE
("911" CALLS) AT NAVAL AIR STATION WHITING FIELD

1. **Purpose.** To establish an Operating Agreement defining responsibilities and the Concept of Operations for managing emergency calls ("911" calls) at Naval Air Station (NAS) Whiting Field and Navy interactions with Santa Rosa County Emergency Communications.

2. **Scope.** This Operating Agreement covers emergency calls originating from NAS Whiting Field and any associated off-base areas.

3. **Background**

a. Commander, Navy Region Southeast (CNRSE) has moved NAS Whiting Field Emergency Dispatch responsibility from the NAS Whiting Field Dispatch Center to the CNRSE Regional Dispatch Center (RDC) located in Jacksonville, Florida.

b. CNRSE RDC, Santa Rosa County Emergency Communications and NAS Whiting Field must establish procedures and a Concept of Operations for handling emergency calls originating from on-board NAS Whiting Field. The purpose of such planning is to ensure all '911' calls for service are answered by either the CNRSE RDC or Santa Rosa County Emergency Communications, and that procedures are established to ensure proper management and/or transfer of calls.

4. **Concept of Operations**

a. Normal Operations. Emergency calls originating from on-board NAS Whiting Field are automatically routed to the CNRSE RDC, which is responsible for dispatching NAS Whiting Field

Fire/Emergency Medical Services (EMS) and Security personnel as appropriate. Santa Rosa County Emergency Communications will transfer any received emergency calls originating from NAS Whiting Field (i.e., cellular phone calls) to the CNRSE RDC.

b. Continuity of Operations. If the CNRSE RDC is non-operational, NAS Whiting Field will activate the Continuity of Operations (COOP) Dispatch Center, located aboard NAS Whiting Field. All emergency calls normally routed to the RDC will be automatically re-routed to the NAS Whiting Field COOP Dispatch Center. Santa Rosa County Emergency Communications will transfer any received emergency calls originating from NAS Whiting Field to the NAS Whiting Field COOP Dispatch Center using the normal transfer phone number.

c. COOP Transition. During the brief transition period between the CNRSE RDC becoming non-operational and the NAS Whiting Field COOP Dispatch Center activation, emergency calls intended for the RDC will automatically failover to Santa Rosa County Emergency Communications. Santa Rosa County Emergency Communications will receive these calls and notify NAS Whiting Field Fire or Security.

5. Responsibilities

a. Santa Rosa County Emergency Communications shall:

(1) Transfer any received emergency calls for service that originate within the jurisdiction of NAS Whiting Field to the CNRSE RDC.

(2) When transferring emergency calls to the Navy, remain on the telephone line long enough to ensure Navy Dispatch personnel have received the call.

(3) If the CNRSE RDC does not answer the transferred emergency call, contact NAS Whiting Field Fire or Security using alternate phone numbers provided by NAS Whiting Field.

(4) If the RDC becomes incapable of receiving emergency calls, be prepared to receive emergency calls intended for the RDC and notify NAS Whiting Field Fire or Security as appropriate. (Note - Santa Rosa County Emergency Communications will only receive RDC failover calls during the brief transition period between the RDC becoming non-operational and the NAS Whiting Field COOP Dispatch Center activation.)

(5) Assign a point of contact for resolving procedural questions and issues.

(6) Assign a point of contact to be notified in the event of CNRSE RDC becoming non-operational (emergency evacuation or catastrophic system failure) and when the NAS Whiting Field COOP Dispatch Center is activated.

(7) Work with NAS Whiting Field to update the Master Street Address Guide (MSAG) as appropriate to incorporate any NAS Whiting Field addressing changes.

(8) Notify CNRSE RDC of its intention to evacuate the Santa Rosa County Emergency Communications Public Safety Answering Point (PSAP) for any reason, to include hurricane or fire alarm evacuation and catastrophic system failures.

(9) Endeavor to continue to provide the support described in this agreement to the CNRSE RDC in case of mobilization or other national defense emergency or event. Santa Rosa County Emergency Communications' continued ability to do so may be diminished or terminated as a result of mobilization or other national defense emergency. CNRSE RDC acknowledges the possibility of diminished or terminated support resulting from such events or causes, and hereby prospectively relieves Santa Rosa County Emergency Communications from the consequences of such diminished or terminated support.

(10) Annually review and validate this Operating Agreement for currency and effectiveness, and update as appropriate.

b. CNRSE RDC shall:

(1) Transfer any received emergency calls for service that originate outside of the jurisdiction of NAS Whiting Field to Santa Rosa County Emergency Communications.

(2) Notify Santa Rosa County Emergency Communications and NAS Whiting Field of its intention to vacate the CNRSE RDC and activate the NAS Whiting Field COOP Dispatch Center for any reason, to include emergency evacuation or catastrophic system failure.

(3) If the CNRSE RDC becomes non-operational, be responsible for ensuring the telephone service provider automatically re-routes all incoming emergency calls to the NAS Whiting Field COOP Dispatch Center. The Santa Rosa County Emergency Communications PSAP shall not be required to re-program its phone transfer equipment to accommodate the RDC.

(4) Coordinate in advance with the Santa Rosa County Emergency Communications PSAP of any changes or modifications to the NAS Whiting Field 911 system or call routing that would affect functionality or operations agreed upon by this Operating Agreement.

(5) Assign a point of contact for resolving procedural questions and issues.

(6) Assign a point of contact to be notified in the event of the Santa Rosa County Emergency Communications PSAP's emergency evacuation or catastrophic system failure.

(7) Assume all costs for Navy RDC equipment, services and the recurring monthly costs of phone circuits and Automatic Location Identification (ALI) database access.

(8) Annually review and validate this Operating Agreement for currency and effectiveness, and update as appropriate.

c. NAS Whiting Field shall:

(1) Activate the NAS Whiting Field COOP Dispatch Center whenever the CNRSE RDC becomes non-operational, receive emergency calls, and dispatch NAS Whiting Field Fire and Security personnel as required.

(2) Notify the CNRSE RDC and Santa Rosa County Emergency Communications when the COOP Dispatch Center has been activated and is capable of receiving emergency calls.

(3) Identify a First Responder point of contact and phone number to receive and respond to emergency call information passed from Santa Rosa County Emergency Communications during the brief transition period between the CNRSE RDC becoming non-operational and the NAS Whiting Field COOP Dispatch Center activation.

(4) Assign a point of contact to be notified if the CNRSE RDC becomes non-operational and the NAS Whiting Field COOP Dispatch Center must be activated.

(5) Assign a point of contact for resolving procedural questions and issues.

(6) Provide Santa Rosa County Emergency Communications with any NAS Whiting Field addressing changes so Santa Rosa County Emergency Communications can update the local Master Street Address Guide (MSAG).

(7) Annually review and validate this Operating Agreement for currency and effectiveness, and update as appropriate.

6. Other Provisions

a. Availability of State/Local Funds: All obligations assumed by Santa Rosa County Emergency Communications under this agreement are subject to the availability of appropriated funds for the purpose of carrying out such obligations; as such funds are appropriated by the State of Florida and/or Santa Rosa County and are made available to Santa Rosa County Emergency Communications for such purpose. CNRSE RDC and NAS Whiting Field hereby release Santa Rosa County Emergency Communications from any claims based upon or attributable to Santa Rosa County Emergency Communications being unable to carry out its obligations assumed under this agreement due to a lack of appropriated funds made available to it for such purpose.

b. Availability of Navy Funds: All obligations assumed by CNRSE RDC and NAS Whiting Field under this agreement are subject to the availability of appropriated funds for the purpose of carrying out such obligations; as such funds are appropriated by the U.S. Congress and made available to CNRSE RDC and NAS Whiting Field for such purpose. Santa Rosa County Emergency Communications hereby releases CNRSE RDC and NAS Whiting Field from any claims based upon or attributable to CNRSE RDC being unable to carry out its obligations assumed under this agreement due to a lack of appropriated funds made available to it for such purpose.

7. Termination of Agreement. This Operating Agreement may be terminated by any party, upon written notice given not less than 30 days prior to the requested termination date, unless all

parties agree to a lesser period. Termination by any party shall not provide the basis for any claim against the U.S. Government or State of Florida.

8. Points of Contact

- a. Mr. Tom Fasanello / CNRSE RDC Manager
Phone: (904) 542-2852
[E-mail: Thomas.Fasanello@navy.mil](mailto:Thomas.Fasanello@navy.mil)

- b. Mr. Rudy Mendiola / NASWF Emergency Manager
Phone: (850) 623-7030
[E-mail: rudy.mendiola@navy.mil](mailto:rudy.mendiola@navy.mil)

- c. Kenneth Bass / Santa Rosa County 911 Coordinator
Phone: (850) 983-5350
[E-mail: kenb@santarosa.fl.gov](mailto:kenb@santarosa.fl.gov)

9. Effective Date. This Operating Agreement is effective upon signature and shall remain in effect until modified or terminated by any of the parties concerned. Each party shall annually review this agreement to evaluate its effectiveness and determine if any modifications are needed. Modifications desired by any party are to be requested, in writing, at least 30 days in advance of the proposed effective date.

Robert A. Cole
Chairman
Santa Rosa County
Emergency Communications

CAPT Todd A. Bahlau
Commanding Officer
NAS WHITING FIELD

BCC Approved
Date

Date: _____

Attest:

Donald C. Spencer, Clerk of Court

T. J. Fasanello
Regional Dispatch Center Manager
Navy Region Southeast