

PORTAGE COUNTY 9-1-1 PLANNING COMMITTEE MEETING
PORTAGE COUNTY COMMISSIONERS' BOARD ROOM
PORTAGE COUNTY ADMINISTRATION BUILDING
449 South Meridian Street, Ravenna, Ohio
Tuesday, March 15, 2016
Convened: 2:00PM

Present: Portage County Commissioner Kathleen Chandler, Streetsboro Mayor Glenn Broska and Kent City Manager Dave Ruller

Absent: Portage County Commissioner Maureen T. Frederick

Others in attendance: Ravenna City Chief of Police Tim Adkins, Office of Homeland Security and Emergency Management Patricia Corley, Portage County Sheriff's Office Major Dennis Missimi, Streetsboro Chief of Police Darin Powers, Ravenna City Police Department Captain Dave Rarrick, Ravenna City Mayor Frank Segan and Director of Homeland Security and Emergency Management Ryan Shackelford

Commissioner Kathleen Chandler called the meeting to order at 2:10 PM.

A motion was made by Mr. Ruller to approve the January 13, 2016 meeting minutes as presented. The motion was seconded by Mayor Broska. All were in favor. None were opposed. The motion carried.

Commissioner Kathleen Chandler welcomed everyone and stated the purpose of the meeting was to adopt Addendum B to the Portage County Final 9-1-1 Plan.

Director Ryan Shackelford gave an overview of Addendum B.

MOTION: Mr. Ruller made a motion to adopt Addendum B but to amend the Liability section on page 11 by adding primary and secondary public safety answering point definitions. Mayor Broska seconded the motion. All were in favor. None were opposed. The motion carried.

RESOLUTION NO. 911-2016-05

RE: ADDENDUM B TO THE FINAL 9-1-1 PLAN.

It was moved by David Ruller, seconded by Glenn Broska that the following resolution be adopted:

WHEREAS, the Portage County 9-1-1 Planning Committee adopted the 9-1-1 Final Plan in January 1990; and

WHEREAS, the Portage County 9-1-1 Planning Committee met on February 5, 2007 and adopted Resolution 07-0001 approving Addendum A to the Portage County 9-1-1 Plan for the

provision of Wireless Enhanced 9-1-1 in Portage County;
and

WHEREAS, the Portage County 9-1-1 Planning Committee met on August 7, 2008 and adopted Resolution 08-0001 accepting the recommendation of the Portage County PSAP representatives to amend the disbursement rules to the Portage County 9-1-1 Plan; and

WHEREAS, the Portage County 9-1-1 Planning Committee met on September 15, 2009 and adopted Resolution 09-004 accepting the recommendation of the Portage County PSAP representatives to rename PSAP A and to amend the disbursement rules of the GAF wireless monies to five of the six Portage County PSAPs; and

WHEREAS, the Portage County 9-1-1 Planning Committee met on January 13, 2016 and adopted Resolution No. 911-2016-03 for the provision of updating and enhancing the next generation wireless 9-1-1 (NGW 9-1-1) equipment, software and services; and

WHEREAS, Portage County has agreed to be the single signatory to the NGW 9-1-1 contract for equipment, software and services and for costs associated with a County 9-1-1 Coordinator's implementation of the NGW 9-11-1 system; and

WHEREAS, each participating PSAP has agreed to share in the costs in implementing and maintaining the NG 9-1-1 System and has resolved that all Government Assistance Funds (GAF) shall be retained by Portage County for the purposes of updating and enhancing the next generation wireless 9-1-1 (NGW 9-1-1) equipment, software and services; now, therefore, be it

RESOLVED, the Portage County 9-1-1 Planning Committee approves and adopts the attached Addendum B to the Final 9-1-1 Plan; and, be it further

RESOLVED, Addendum B shall supersede the provisions of the Plan to the extent those provisions are inconsistent with the provision of this addendum; and, be it further

RESOLVED, that a copy of this Resolution, the Final 9-1-1 Plan including Addendum A, Addendum B and Memorandums of Understanding be kept on record at the Portage County Office of Homeland Security and Emergency Management; and be it further

RESOLVED, that the Portage County 9-1-1 Planning Committee finds and determines that all formal actions of this Committee

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concerning and relating to the adoption of this resolution were taken in an open meeting of this Committee and that all deliberations of this Committee that resulted in those formal actions were in meeting open to the public in compliance with the law including Section 121.22 of the Ohio Revised Code.

Roll Call Vote as Follows:

David Ruller, Yea; Glenn Broska, Yea; Kathleen Chandler, Yea;

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Major Dennis Missimi asked if the county could move forward by signing the equipment contract and expressed his concerns about the end-of-life equipment. Commissioner Kathleen Chandler will arrange a meeting with the Prosecutor's Office to discuss expediting the AT&T equipment order.

JOURNAL ENTRY: The Portage County Board of Commissioners will consult with Assistant Prosecutor Denise Smith for a solution to expediting the AT&T equipment order.

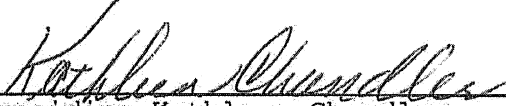
Mr. Ruller thanked Director Ryan Shackelford and everyone that devoted their time and efforts. Mayor Broska and Commissioner Kathleen Chandler thanked everyone.

There being no further business, motion was made by Mr. Ruller to adjourn the meeting. Seconded by Mayor Broska. All were in favor. None were opposed. The motion carried.

The meeting was adjourned at 2:30 PM.

-----ABSENT-----

Chair/President Maureen T. Frederick
Portage County Board of Commissioners


Presiding Kathleen Chandler
Portage County Board of Commissioners


Minutes prepared by Patricia Corley
Administrative Emergency Management Specialist

March 15, 2016
Resolution 911-2016-05
Plan Amendment No. 5

**Addendum B to the Portage County, Ohio 9-1-1 Plan
for the Countywide Next Generation 9-1-1 system**

Purpose

Next generation 9-1-1 in Ohio and Portage County is aimed at upgrading our 9-1-1 infrastructure to enable Public Safety Answering Points to effectively receive higher demands of data regarding 9-1-1 calls. NG 9-1-1 is an Internet Protocol (IP)-based system that allows digital information (e.g., voice, photos, videos, text messages) to flow seamlessly from the public, through the 911 network, and on to emergency responders. As technology advances beyond 9-1-1's current capabilities it was imperative Portage County and Ohio move to meet the demands of the public.

Scope

Portage County with a coalition of each municipality and Kent State University serving as a PSAP has identified the vendor for implementing NG 9-1-1 countywide. The solution will be a hosted configuration through AT&T connecting each PSAP through IP networking. All trunks within the County will terminate at the hosted solution in a hardened facility located in (203 N. Depeyster St.) Kent, Ohio. All wireless 9-1-1 calls will initially route to this location and be directed to the appropriate PSAP based on location of the call.

This plan will encumber all Primary PSAP locations within the County for purpose of providing a countywide 9-1-1 system. For the purpose of the Hosted Solution the primary PSAP's will be Portage County, Ravenna, Kent, Kent State and Streetsboro. Aurora will be connected to the County's system but has opted to utilize their own system serving their own trunks.

Portage County Primary PSAP locations

There will be five (5) primary PSAP locations utilizing Portage County's NG 9-1-1 equipment and receiving NG 9-1-1 calls. There will be one (1) PSAP serving its community utilizing a stand-alone NG 9-1-1 System. The primary PSAP locations are as follows:

PSAP A

*Operated by the Portage County, Ohio Sheriff's Office
8240 Infirmary Road
Ravenna, Ohio 44266*

PSAP B

*Operated by the City Of Kent, Ohio Police Department
319 South Water Street
Kent, Ohio 44240*

PSAP C

*Operated by the Kent State University Police Department
Stockdale Safety Building
Kent State University
Kent, Ohio 44242*

PSAP D

*Operated by the City Of Ravenna, Ohio Police Department
220 South Park Way
Ravenna, Ohio 44266*

PSAP E

*Operated by the City Of Streetsboro, Ohio Police Department
2080 State Route 303
Streetsboro, Ohio 44244*

STAND-ALONE PSAP F

*Operated by the City Of Aurora, Ohio Police Department
100 South Aurora Road
Aurora, Ohio 44202*

Wireless Carriers Operating in Portage County, Ohio

Carrier	Point of Contact	Phone Number	Address
AT&T	Lawson Dripps Public Safety Relations Manager	(513)-657-6270	8089 South Ave. Boardman Ohio 44512
Verizon	Rashunda Mitchell APM Midwest Great Lakes Region	(770) 797-1290	1120 Sanctuary Parkway, Ste 150 Alpharetta, GA 30009
T-Mobile	Sally Cromer E911 PSAP Liaison	(303)-313-6914	T-Mobile USA
Sprint	Dan Neu Manager, Mobility Operations	(720) 494-5828	1601 Dry Creek Dr. Longmont, CO 80503

Costs and Funding

Portage County has agreed to be the single signatory to the AT&T contract. Memorandums of Understanding were signed by each participating jurisdiction in regards to the participation in the countywide NG 9-1-1 system. Resolution No. 911-2016-03 passed January 13, 2016 shall make each participating PSAP share in the costs in implementing and maintaining the NG 9-1-1 System. All Government Assistance Funds (GAF) shall be retained by Portage County for the purposes of the AT&T contract. All MOU's and Resolutions will be kept on record at the Portage County Office of Homeland Security and Emergency Management.

Portage County NG 9-1-1 Costs breakdown					
PSAP	POSITIONS	NETWORKING	1 year total	1 year total networking	5 year total w/ network
Portage County	4 - \$1,000/ pos	\$375.00/ month	\$48,000	\$4,500.00	\$262,500.00
Kent	3 - \$1,000/ pos	\$307.00/ month	\$36,000	\$3,684.00	\$198,420.00
Kent State Univ.	3 - \$1,000/ pos	\$375.00/ month	\$36,000	\$4,500.00	\$202,500.00
Ravenna	2 - \$1,000/ pos	\$307.00/ month	\$24,000	\$3,684.00	\$138,420.00
Streetsboro	2 - \$1,000/ pos	\$307.00/ month	\$24,000	\$3,684.00	\$138,420.00
Aurora	N/A	N/A	N/A	N/A	N/A
Host Network	N/A	\$550.00 x 2 (redund)	N/A	\$13,200.00	\$66,000.00
Total	14 Positions	\$2,771.00/ Month	\$168,000.00	\$33,252.00	\$1,006,260.0

9-1-1 Coordinator

1. Government Assistance Funds may be used to offset personnel costs related to the County 9-1-1 Coordinator's implementation of the NGW 9-1-1 system, only after those funds have been exhausted on the acquisition of equipment and or the AT&T contract for implementing NG 9-1-1 Countywide. Input from the County's 9-1-1 Committee will be obtained before Government Assistance Funds are used for personnel costs in accordance with the Memorandum of Understanding.

ESINet and Minimum Training Standards

The Emergency Services Internet Protocol Networking Steering Committee or ESINet was established to help advise the State of Ohio in the implementation, operations and maintenance of the emergency service internet protocol that would support the implementation of NG 9-1-1 both locally and across the state. One of the functions of the committee was to establish technical and operational standards that each PSAP would have to follow to receive NG 9-1-1 data and wireless call taking. Those standards are restated below. All PSAPs will be responsible to maintain compliance with these standards at no cost to the County 9-1-1 Committee.

Periodic Review

The Office of the 9-1-1 Administrator, in partnership with the local 9-1-1 coordinators and PSAP managers, shall periodically review these standards and make recommendations for addition, deletion and/or revision of these standards to the State ESINet Steering Committee.

Minimum Staffing

A minimum of two telecommunicators must be on duty and available to receive and process calls at all times. For 9-1-1 systems with automatic rollover to a secondary PSAP, the secondary PSAP fulfills this obligation.

The PSAP shall ensure employment of a sufficient number of telecommunicators to allow for prompt receipt and processing of emergency calls in accordance with established call answering standards. The PSAP may participate in a virtual PSAP system where calls are automatically routed to one of multiple facilities within the system.

Prioritization

The PSAP shall provide standard operating procedures that ensure telecommunicators prioritize emergency functions over non-emergency functions.

Although each PSAP will have a variety of duties applicable to their specific local responsibilities, all local operating procedures will list answering and processing 9-1-1 emergency calls as the top priority.

Minimum Training Standards

The State ESINet Steering Committee shall oversee the development, implementation and revision of minimum training standards for telecommunicators in the State of Ohio and ensure they are kept up to date with industry standards.

Resources to consult will include the National Emergency Number Association, the Association of Public Safety Communications Officials, the United States Department of Transportation and other industry sources.

The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the minimum training requirements contained in this rule.

Any person who answers 9-1-1 requests for service shall be trained to the minimum training standards within six months of employment and before handling such requests without direct oversight.

The components of the minimum training program required are listed below. Agencies can utilize a commercially available program that contains these components, or develop a local training program containing the required instructional components. Training will consist of a minimum of 40 hours of instruction.

Component 1 – General Knowledge

- Knowledge and awareness of population and demographics
- Knowledge and awareness of geography
- Knowledge and awareness of first responder agencies and their jurisdictions
- Knowledge and awareness of the Incident Command System (ICS), National Incident Management System (NIMS), Federal, state and local interoperable communications plans and Federal, state, and local emergency operations plans

Component 2 – General Skills

- Ability to quickly process information and make logical decisions
- Stress management

- Provide good customer service
- Multi-task in a fast-paced environment
- Work effectively with other to solve problems
- Appropriate use of agency terminology

- Communicate clearly in written and oral form, especially when relaying emergency information to first responders or communicating with the public requesting emergency assistance.
- Ability to operate and/or respond to Emergency Alerts
- Ability to achieve and maintain certification and operate applications and databases necessary to perform assigned duties

Component 3 – Agency Skills

- Ability to operate agency radio communication equipment
- Ability to operate agency computer equipment
- Ability to operate agency telecommunication equipment
- Ability to operate agency computer applications and systems
- Ability to process and document agency records and operate records system

Component 4 – Policy and Procedures

- Ability to read, comprehend and apply agency policies and procedures
- Ability to apply policy and procedures to situations encountered while on duty
- Ability to recognize gaps in agency policy and procedure and recommend change

Component 5 – Call Taking Skills

- Ability to answer and process calls in accordance with established procedures
- Ability to obtain complete information
- Ability to properly classify and prioritize the request for service
- Ability to process available information to identify conditions that may affect safety
- Ability to document call details accurately
- Ability to accurately verify, document and relay initial dispatch information
- Ability to handle / control hostile, hysterical or difficult callers to obtain information

Continuing Training Standards

The State ESINet Steering Committee shall oversee the development, implementation and revision of continuing training standards for telecommunicators in the State of Ohio and ensure they are kept up to date with industry standards.

Resources to consult will include the National Emergency Number Association, the Association of Public Safety Communications Officials, the United States Department of Transportation and other industry sources.

The Office of the 9-1-1 Administrator will establish a process for certifying that telecommunicators meet the continuing training requirements established by the committee.

Any person working in a PSAP and receiving 9-1-1 requests for service shall be required to meet the continuing training standards as follows:

Annually, before February 1st of each calendar year, the Office of 9-1-1 Program Administrator will distribute subject material of timely, industry standard educational information. The distribution will be in the form of an instructional video, curriculum package or train-the trainer package to all county 9-1-1 Coordinators. The training will constitute a two-hour training block to be completed by all 9-1-1 telecommunicators subject to these rules.

Emergency Medical Dispatching

The PSAP is required to provide emergency medical dispatching either:

- 1) by establishing an emergency medical dispatching protocol, that provides pre-arrival instruction, through a recognized training provider that meets the standards as set by the U.S. Department of Transportation, and includes certified emergency medical dispatchers; or
- 2) By establishing a local emergency medical dispatching protocol approved by the local medical authority, that provides pre-arrival instruction and includes specifically trained emergency medical dispatchers; or
- 3) By agreement with a third party emergency medical dispatch provider that can be conferenced on with the caller during an emergency.

If the PSAP does not provide EMS dispatching, the PSAP may meet this requirement by having an agreement in place to transfer the call to a center that provides Emergency Medical Dispatching in compliance with section 1 or section 2 listed in this rule.

Any person who answers 9-1-1 request for service shall be trained in the agency's EMD protocol before handling such requests without direct oversight.

Standards for Pre-Arrival Instructions

A PSAP shall have a policy that prioritizes life-saving questions when responding to a 9-1-1 call and provides for the giving of instructions regarding emergency situations, (i.e., sinking vehicles, burning buildings, etc.).

Emergency Power

The PSAP shall have at minimum one alternate/emergency power supply capable of supporting (maintaining) 9-1-1 call handling/processing equipment and necessary related public safety (communications) services for a minimum of 24 hours.

An uninterruptible power supply (UPS) and battery system shall be installed and sufficient enough to prevent power surges and provide continuous power to essential 9-1-1 equipment until the generator or other backup power source can fully activate.

Security

9-1-1 personnel and equipment shall be housed in a secure location with appropriate measures taken to allow access to authorized personnel only.

A facility housing a 9-1-1 answering point shall have an Emergency Operation Plan (EOP), Evacuation Plan and a Continuity of Operation Plan (COOP) that includes the 9-1-1 operation and staff.

Minimum Capability

A 9-1-1 answering point shall have multiple methods of notification to response agencies.

A 9-1-1 answering point shall have a minimum of two 9-1-1 "lines" and two 9-1-1 answering devices in addition to a minimum of one "line" available for outbound dialing only.

Temporary PSAP

A temporary PSAP is a PSAP that has been established to provide 9-1-1 service for a defined geographic area for a limited time/duration under the following circumstances:

(A) A planned special event with a defined duration. (EX: Convention, sporting event, state/county/local fair).

(B) An unplanned situation requiring the temporary relocation of an existing PSAP.

(C) Any natural or man-made disaster or public safety critical incident or special operation requiring localized incident management/command post operation where establishing a temporary PSAP would benefit citizens and/or public safety responders. When a temporary PSAP is established for an unplanned event/emergency, mandated standards shall become best practices applicable to the temporary PSAP for the duration of the emergency.

Call Processing Software

The PSAP will provide telecommunicators with software, including mapping, to assist in initiating calls for service, dispatching, and maintaining the status of responding resources in the field and the archiving of incident information.

Logging/Recording

The PSAP will have the capability of logging/recording all 9-1-1 requests for service including voice, data, video and other media used.

The PSAP will retain recordings in accordance with state law and local records retention requirements.

The PSAP will provide telecommunicators the capability to instantly play back recent 9-1-1 requests.

Graphical Information Systems

PSAPs should utilize map data that meets or exceeds the Ohio Location Based Response System Data Specification for road centerlines and addressable structures.

GIS data should, at a minimum, include road centerlines, emergency service zone and/or responding entity polygons, and PSAP boundary polygons.

The PSAP shall have the ability to automatically accept, display and plot caller location data on an electronic map display. Any application that allows the PSAP to automatically accept, display and plot caller location data on an electronic map display is acceptable.

Statistical Analysis

The PSAP will collect, analyze and report the following statistics:

- (A) Total 9-1-1 call volume.
- (B) 9-1-1 Calls by hour of day.
- (C) 9-1-1 Calls by day of week.
- (D) 9-1-1 Call ring/answering times.
- (E) 9-1-1 Call roll over counts.
- (F) 9-1-1 Abandoned call counts.

(G) 9-1-1 Calls by type (wireline/wireless/VoIP/Text/etc).

(H) All other data as required by the ESINet Steering Committee or the State 9-1-1 Administrator.

The PSAP will compile and review this data monthly and report it to their local 9-1-1 Coordinator. The 9-1-1 Coordinator will be responsible for reporting this data on an annual basis to the Office of the State 9-1-1 Administrator, due by no later than February 15th of each year or at other times upon request of the Office of the 9-1-1 Administrator.

Minimum Call Answering Standards

Ninety percent (90%) of 9-1-1 calls/requests received will be answered within ten seconds (10); with ninety five percent (95%) of 9-1-1 calls/requests received being answered within twenty seconds (20).

Rules Enforcement

(A) When a PSAP is found out of compliance with any rule contained herein, the Office of the 9-1-1 Administrator will make contact and offer assistance in complying with the rule and establishing a date of compliance.

(B) When a PSAP or is found not to meet the established rules by the date of compliance set from the Office of the 9-1-1 Administrator in Section (A), the Office of the 9-1-1 Administrator will notify the ESINet Steering Committee and request enforcement action be initiated in the following sequence:

(1) When a PSAP does not meet the date of compliance established in section (A), the PSAP will then be placed into Non-Compliance Status and will have 30 days to comply with the rule. Written notification of how the agency is in compliance will be sent to the Office of the 9-1-1 Administrator.

(2) When a PSAP does not meet the requirement to meet Compliant Status outlined in section (B)(1), the Office of the 9-1-1 Administrator will then notify the ESINet Steering Committee and request authority to notify the Department of Taxation to withhold all funds from the monthly fund disbursements from the wireless fund until the PSAP achieves Compliant Status.

(C) For the purpose of these rules, the Office of the 9-1-1 Administrator has the exclusive authority to audit and review PSAPs for compliance.

Liability

Currently, Ohio law does not make *secondary PSAPs responsible for meeting the Staffing and or the training standards above. No liability will be on the *primary PSAP for transferring a call to the appropriate secondary PSAP for dispatch. The secondary PSAP assumes all responsibility for the necessary training and 9-1-1 call handling. It will be the discretion of the secondary PSAP to fulfill the standards, training and staffing it deems necessary.

***Primary PSAP ORC 128.01 (P): [Primary]** "Public safety answering point" means a facility to which 9-1-1 system calls for a specific territory are initially routed for response and where personnel respond to specific requests for emergency service by directly dispatching the appropriate emergency service provider, relaying a message to the appropriate provider, or transferring the call to the appropriate provider.

***Secondary PSAP:** A "secondary public safety answering point" operates as a dispatch center for a public safety agency and receives rollover and/or transferred wireless, and direct or rollover and/or transferred wireline 9-1-1 requests.

Definitions ORC 128.01 [Renumbered and amended from § 5507.01 by 130th General Assembly File No. 25, HB 59, §101.01, eff. 9/29/2013.]

(A) "9-1-1 system" means a system through which individuals can request emergency service using the telephone number 9-1-1.

(B) "Basic 9-1-1" means a 9-1-1 system in which a caller provides information on the nature of and the location of an emergency, and the personnel receiving the call must determine the appropriate emergency service provider to respond at that location.

(C) "Enhanced 9-1-1" means a 9-1-1 system capable of providing both enhanced wireline 9-1-1 and wireless enhanced 9-1-1.

(D) "Enhanced wireline 9-1-1" means a 9-1-1 system in which the wireline telephone network, in providing wireline 9-1-1, automatically routes the call to emergency service providers that serve the location from which the call is made and immediately provides to personnel answering the 9-1-1 call information on the location and the telephone number from which the call is being made.

(E) "Wireless enhanced 9-1-1" means a 9-1-1 system that, in providing wireless 9-1-1, has the capabilities of phase I and, to the extent available, phase II enhanced 9-1-1 services as described in 47 C.F.R. 20.18 (d) to (h).

(F)

(1) "Wireless service" means federally licensed commercial mobile service as defined in 47 U.S.C. 332(d) and further defined as commercial mobile radio service in 47 C.F.R. 20.3, and includes service provided by any wireless, two-way communications device, including a radio-telephone communications line used in cellular telephone service or personal communications service, a network radio access line, or any functional or competitive equivalent of such a radio-telephone communications or network radio access line.

(2) Nothing in this chapter applies to paging or any service that cannot be used to call 9-1-1.

(G) "Wireless service provider" means a facilities-based provider of wireless service to one or more end users in this state.

(H) "Wireless 9-1-1" means the emergency calling service provided by a 9-1-1 system pursuant to a call originating in the network of a wireless service provider.

(I) "Wireline 9-1-1" means the emergency calling service provided by a 9-1-1 system pursuant to a call originating in the network of a wireline service provider.

(J) "Wireline service provider" means a facilities-based provider of wireline service to one or more end-users in this state.

(K) "Wireline service" means basic local exchange service, as defined in section 4927.01 of the Revised Code, that is transmitted by means of interconnected wires or cables by a wireline service provider authorized by the public utilities commission.

(L) "Wireline telephone network" means the selective router and data base processing systems, trunking and data wiring cross connection points at the public safety answering point, and all other voice and data components of the 9-1-1 system.

(M) "Subdivision" means a county, municipal corporation, township, township fire district, joint fire district, township police district, joint police district, joint ambulance district, or joint emergency medical services district that provides emergency service within its territory, or that contracts with another municipal corporation, township, or district or with a private entity to provide such service; and a state college or university, port authority, or park district of any kind that employs law enforcement officers that act as the primary police force on the grounds of the college or university or port authority or in the parks operated by the district.

(N) "Emergency service" means emergency law enforcement, firefighting, ambulance, rescue, and medical service.

(O) "Emergency service provider" means the state highway patrol and an emergency service department or unit of a subdivision or that provides emergency service to a subdivision under contract with the subdivision.

(P) "Public safety answering point" means a facility to which 9-1-1 system calls for a specific territory are initially routed for response and where personnel respond to specific requests for emergency service by directly dispatching the appropriate emergency service provider, relaying a message to the appropriate provider, or transferring the call to the appropriate provider.

(Q) "Customer premises equipment" means telecommunications equipment, including telephone instruments, on the premises of a public safety answering point that is used in answering and responding to 9-1-1 system calls.

(R) "Municipal corporation in the county" includes any municipal corporation that is wholly contained in the county and each municipal corporation located in more than one county that has a greater proportion of its territory in the county to which the term refers than in any other county.

(S) "Board of county commissioners" includes the legislative authority of a county established under Section 3 of Article X, Ohio Constitution, or Chapter 302. of the Revised Code.

(T) "Final plan" means a final plan adopted under division (B) of section 128.08 of the Revised Code and, except as otherwise expressly provided, an amended final plan adopted under section 128.12 of the Revised Code.

(U) "Subdivision served by a public safety answering point" means a subdivision that provides emergency service for any part of its territory that is located within the territory of a public safety answering point whether the subdivision provides the emergency service with its own employees or pursuant to a contract.

(V) A township's population includes only population of the unincorporated portion of the township.

(W) "Telephone company" means a company engaged in the business of providing local exchange telephone service by making available or furnishing access and a dial tone to persons within a local calling area for use in originating and receiving voice grade communications over a switched network operated by the provider of the service within the area and gaining access to other telecommunications services. "Telephone company" includes a wireline service provider and a wireless service provider unless otherwise expressly specified. For purposes of sections 128.25 and 128.26 of the Revised Code, "telephone company" means a wireline service provider.

(X) "Prepaid wireless calling service" has the same meaning as in division (AA)(5) of section 5739.01 of the Revised Code.

(Y) "Provider of a prepaid wireless calling service" means a wireless service provider that provides a prepaid wireless calling service.

(Z) "Retail sale" has the same meaning as in section 5739.01 of the Revised Code.

(AA) "Seller" means a person that sells a prepaid wireless calling service to another person by retail sale.

(BB) "Consumer" means the person for whom the prepaid wireless calling service is provided, to whom the transfer effected or license given by a sale is or is to be made or given, to whom the prepaid wireless calling service is charged, or to whom the admission is granted.

(CC) "Reseller" means a nonfacilities-based provider of wireless service that provides wireless service under its own name to one or more end users in this state using the network of a wireless service provider.

(DD) "Steering committee" means the statewide emergency services internet protocol network steering committee established by division (A)(1) of section 128.02 of the Revised Code.