

(i.e., PSAP manager) and Shift Supervisor of the evacuation in a timely manner. In addition, the Senior Telecommunicator on-duty shall notify the KSP Computer Room, and request that they forward all LINK/NCIC terminal transactions to the KSP Headquarters Radio. The Senior Telecommunicator shall also notify KSP Headquarters Radio of the evacuation, and that a duty supervisor, or his designee, will be in contact with them for further updates. KSP Headquarters Radio shall be provided with a cellular phone number to reach an on-duty KSP ECC telecommunicator and/or Post Radio Room Supervisor.

#### **TRANSFER OF E-911 CALLS TO SECONDARY LOCATION-LYON COUNTY**

The PSAP may only transfer calls to secondary locations as prescribed in this operational policy and/or KSP Policy & Procedures. The transferring of E-911 calls to secondary locations will be made on a county-by-county basis, where applicable and appropriate. Lyon County does not have a SSAP that requires a routine PSAP call transfer; however, E-911 calls requesting emergency services outside of the jurisdictional boundaries of Lyon County should be forwarded to the appropriate other county PSAP or SSAP, if possible. If a transfer is not possible, the telecommunicator should collect all the necessary information, and call the other dispatch center directly, to provide this information.

#### **E-911 CALLS-CLOSEST UNIT CONCEPT-LYON COUNTY**

Upon receipt of an E-911 call for police services response, the telecommunicator shall immediately determine the "closest available unit to the location of the call." This procedure should be done via radio; however, it may also be verified by instant access to the CAD.

If the closest responder is a Lyon County Sheriff's Office unit, or an Eddyville Police Department unit (within the jurisdictional city limits of Eddyville), the telecommunicator shall dispatch that unit(s) according to the current dispatching procedures approved by the Sheriff and/or Chief of Police respectively (see below).

If the closest responder is a KSP unit, the telecommunicator shall handle the call according to established/current KSP Policies and Procedures.

Upon receipt of an E-911 call for police services response in the Lyon County portion of the Land Between the Lakes (LBL) National Recreational Area, the call shall first be routed to the US Forest Service (USFS) Law Enforcement Division's designated dispatch. If a USFS LEO is unavailable, the call should next be forwarded to the Kentucky State Police (KSP) for dispatch/response. Only when both the USFS and KSP are unavailable or unable to respond, should a Lyon County Sheriff's Office unit be dispatched to the LBL.

This shall not include situations where the Lyon County Sheriff's Office is requested to provide

back-up to these other agencies for law enforcement officer safety purposes. In those instances, the Lyon County Sheriff's Office may be dispatched as a secondary unit. Similarly, when another Lyon County first responder agency(ies) is dispatched to LBL and the need for law enforcement response is evident, a Lyon County Sheriff's Office unit may be dispatched to assist.

Upon receipt of an E-911 call for police services response on any limited access highway (Interstate 24 or Interstate 69) in Lyon County, the call shall first be dispatched to the closest available KSP unit (Operations Division or CVE Division). Only when either KSP Division units are unavailable or unable to respond, should a Lyon County Sheriff's Office unit be dispatched to the interstate. This shall not include situations where the Lyon County Sheriff's Office is requested to provide back-up to a responding KSP unit for law enforcement officer safety purposes. In those instances, the Lyon County Sheriff's Office may be dispatched as a secondary unit.

#### **E-911 CALLS-DIRECT DISPATCHING-LYON COUNTY**

When an E-911 call is received from a caller in Lyon County, the telecommunicator shall verify the phone number and location displayed on the ANI/ALI screen. The telecommunicator should obtain sufficient facts about the complaint or incident being reported to provide the necessary and appropriate level of response. In doing so, the telecommunicator should determine the nature of the call, the location of the emergency, and dispatch the appropriate emergency services agency. When necessary, the telecommunicator should remain on the line with the 911 caller until a first responder arrives on the scene.

If the county ever desires a change in the current dispatching protocol, they shall put the request in writing and submit it to the KSP Post Commander for consideration.

#### **ADMINISTRATIVE CALLS-LYON COUNTY**

If the KSP ECC receives a call on the Lyon County administrative line (270-388-0911) that is not an emergency call for service, the call shall be dispatched to the appropriate local agency unit by the telecommunicator.

The KSP ECC will answer the Lyon County administrative line 24 hours per day, including weekends/holidays for administrative routing, and non-emergency related dispatches.

#### **E-911 TEST CALLS-LYON COUNTY**

On occasions, businesses and/or residents may call the 9-1-1 system to verify accuracy of information and/or ensure that the system is working properly due to their special circumstances. These requests may be from residents who have disabilities with special