

City of Allentown
Bureau of Communications



Pennsylvania Emergency Management Agency

9-1-1 Triennial Plan

2014-2016

DRAFT FOR COUNCIL REVIEW

Redacted for Proprietary / Confidential Information

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1. LETTER OF TRANSMITTAL & RESOLUTION

1.1 Letter of Transmittal

Separate Document to be included in Section 1 as Sec. 1.1 Letter of Transmittal.

1.2 Resolution

Separate Document to be included in Section 1 as Sec. 1.2 Resolution.

Section 2.1 Introduction: General 9-1-1 Service

The City of Allentown (City) is located in the southeast section of Lehigh County. With Center Square located at N40°-38'-04", W75°-28'-18", the City covers a total area of 17.9 square miles. The population of Allentown is 118,032 based on the 2010 census data.

The City consolidated its emergency communications services in 1973 combining police and fire dispatch responsibilities into one operations center located in the Public Safety Building at 425 Hamilton St. It was at this time that basic 9-1-1 service (no automatic number identification/automatic location information (ANI / ALI) was first provided to the citizens of Allentown. Since 1973, the communications center has seen many technological changes and upgrades to the 9-1-1 and dispatch systems. In 1993, the City refurbished the old fire alarm station at 1304 Fairview St. as a new communications facility. On September 23, 1993, the communications center began operation at this new facility and implemented a fully enhanced 9-1-1 system for the City. In June 1998, the communications center began operation with a computer aided dispatch system (CAD) from Public Safety Systems Inc. The CAD provided interfaces into CLEAN/NCIC and the Mobile Data Computer (MDC)/Automatic Vehicle Locator (AVL) system installed in the police and emergency medical services (EMS) fleet. In 2001, the communications center completed the installation of an 800 MHz trunked radio and console system. Full Wireless Phase II compliance with all carriers was achieved in 2005. Mobile Data Computer (MDC) and Automatic Vehicle Location (AVL) integration for all Fire Department equipment was completed on 2012. The center currently provides service for the Allentown Police Department, Allentown Fire Department, Allentown Emergency Medical Services, Allentown Parking Authority, and Allentown Animal Control.

A new backup communications center was created in 2001. Located at 641 S. 10th St, this facility provides for continued 9-1-1 answering and dispatch services should the main center need to be evacuated. The facility is equipped with five telephone/radio positions. Should the main center need to be evacuated, a plan has been developed with Verizon to transfer or call forward all 9-1-1 and non-emergency calls to the backup facility. Centrex hotlines provide station alerting for both fire and EMS units. Radio interface at the backup facility is live by using on-site control stations. The City installed Network Control Modems and Custom Redirect © features at both the main and backup centers to facilitate the transfer of the 9-1-1 and non-emergency lines.

The City maintains a single PSAP to provide its citizens direct access to all City emergency services. In 1992, the City exercised its rights under (then) Act 78 Section 36a.107 to maintain and enhance its existing 9-1-1 service. The City feels that the workload of the emergency services, operational differences with other services in the County, and quality of service justify maintaining a separate PSAP and is in the best interest of the public safety officers and the citizens of Allentown.

Section 2.2 The City 9-1-1 System

9-1-1 Answering/Premise Equipment

The Communications Center is currently in the process of upgrading our existing seven position Cassidian VESTA Pallas telephone answering equipment (CPE) with a nine position Cassidian VESTA Sentinel system which will be fully Geo-Diverse capable. This equipment provides for our eight 9-1-1 wireline trunks, eight 9-1-1 wireless trunks, ten non-emergency lines, administrative lines, three ringdown lines (HotLines) to adjoining PSAPs, as well as a backup alerting system to the six fire stations and two ambulance stations. Single button transfer of 9-1-1 calls to adjoining PSAPs and other dispatch facilities are incorporated in the system via inter-tandem trunking. The VESTA systems provides for full 10-digit ANI with an incorporated ALI display. Teletypewriter/Telecommunication Device for the Deaf (TTY/TDD) service is provided through the VESTA system. The upgraded VESTA equipment will be maintained by TuWay Communications from Bethlehem, PA. The City of Allentown is fully Phase II wireless compliant since 2005.

Computer Aided Dispatch System (CAD)

The Communications Center utilizes the Response CAD System from Public Safety Systems Inc. (PSSI) of Lanham, Maryland. This main system operates on a Stratus fault tolerant server running the Windows Server 2008 operating system. The sixteen client or operation terminals (eleven in Communications, three at the Public Safety Building and two at the Police Patrol Station) run the Windows 7 operating systems and communicate to the server via transmission control protocol/internet protocol (TCP/IP) over the City-owned local area network. The CAD provides for the entry of complainant information directly into the computer system. ALI interface, hazard, directions, premise history, and temporary situation are automatically provided to the calltaker. Pending calls for dispatch are sorted by call type on a priority basis. On dispatch, the CAD provides a recommendation of resources based on predefined criteria programmed into the system. These criteria include call type, location of the call, and status of resources. A second resource recommendation based on the actual location of the field units as provided by the automatic vehicle locator system is also provided to the dispatcher. Closed police call information is forwarded to an integrated records management system (RMS) known as ICIS. Closed Fire incidents are forwarded to an RMS known as EMBRs. Both RMS products are also provided and maintained by PSSI. The CAD also provides for an interface into the State CLEAN/NCIC network and MDC system to be described later. A GeoServer was installed and has been online as of October 2009.

Mobile Data Computer (MDC) System

The Mobile Data Computer radio frequency backbone which was in place since 1998 was upgraded to cellular air cards in 2008. This allowed for better coverage, increased reliability and lower costs. The increased bandwidth from the commercial carrier also provides for expanded service and applications in the field. Police, Fire and EMS field units run their MDT software on a Datalux Tracers utilizing the Windows XP or Windows 7 OS. All mobile field units (Police, Fire and EMS) run the In-Form Mobile Software from PSSI. Police mobile units also run the In-

Field software for direct access to the RMS and In-Vehicle report writing. The field units can query premise history, unit history, hazard information, directions, or temporary situation information directly from CAD using the MDC system. Status keys, including emergency ID, allow the unit to maintain their current status with the dispatcher. Car to Car, Comm. to Car, and Car to Comm. messaging is also available. The system also provides for access to the CLEAN/NCIC system for the police units.

Call Recording System

All emergency and non-emergency calls, as well as all radio traffic in the Communications Center, are recorded on a Cassidian Pyxis Digital logging recorder. The system also utilizes the MagIC MIS call accounting software for performance monitoring and reporting. The current console equipment utilizes the Instant Recall Recorder (IRR) feature of the VESTA Pallas system for both telephone and radio audio. The Pyxis logging recorder archives to a NAS (network attached storage) device for audio storage. Audio data is also backed up to DVD media. Our online storage and present rotation of DVD backups allow for an archive period of approximately one year.

Mapping System

The City currently uses the MapInfo/MapX product for their CAD mapping interface. This system is fully integrated with the CAD for incident display, AVL, ALI location display and Wireless Phase II. Mapping layers, including orthophotography and digital pictometry are provided and maintained by the City GIS Department.

Section 2.3 Staffing

The Communications Center is under the direction of the Allentown Police Department Assistant Chief Daniel E. Warg, and Superintendent Michael Hilbert.

The center is currently staffed with six supervisors including one Training Coordinator and 24 dispatchers. Although levels may vary, every attempt is made to staff the communications center with five dispatchers and a shift supervisor at all times, especially during heavier workload periods. Minimum staffing for the center is four/five dispatchers and a supervisor.

Four shift supervisors rotate on a six on/two off basis working various shifts. The fifth supervisor has duties which include scheduling for the entire staff, special projects, and filling in for the other on-shift supervisors when required (vacations, personal holidays, sick time, etc.). The sixth supervisor is assigned as the Training Coordinator whose duties include, but are not limited to training, quality assurance, and filling in for the other supervisors as needed.

Each dispatcher, according to seniority, is given the choice of an established schedule totaling a 40-hour work week in compliance with federal laws and the SEIU contract. The shifts are based on a set of fixed shifts working as follows:

- * Eight Dispatchers work straight day shift
- * Six Dispatchers work straight middle shift
- * Eight Dispatchers work straight night shift

Section 2.4 Proposed Upgrades and Future Plans and Needs

The City of Allentown plans on the following upgrades and enhancements over the next three years.

- **E911 Next Generation Enhancements**
 - CPE Switch Geo-Diverse installation
 - Replacement / upgrade of the logging recorder
 - Regional collaboration on systems with other 9-1-1 Centers
- **CAD System**
 - Replacement of the CAD Server hardware
 - Replacement of CAD Message Switch hardware
- **Power Systems Enhancements and Upgrades**
 - Replacement emergency generator at the Communications Center
 - UPS Battery replacement for the UPS at the Communications Center
 - Expansion of the UPS at the Communications Center
 - Replacement of the UPS at the main transmitter site
- **Radio / Other Systems**
 - Replacement of the VHF radio system receivers
 - Replacement / upgrade of radio system server equipment
 - Radio System P25 Upgrades
 - Replacement and upgrade of the Network Clock interface equipment
 - Console Replacement

Section 3.1 City / County Coordinator

The appointment of Mr. Michael Hilbert, ENP, Superintendent of Communications, as the 9-1-1 Coordinator is provided with the new resolution found in Section 1.2.

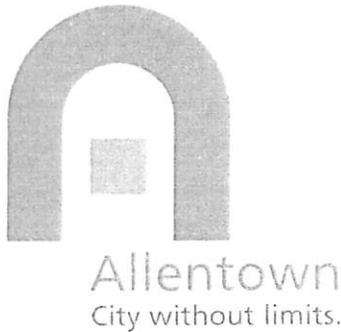
3.2.a PSAP Agreements

This section identifies the PSAP agreements that are maintained by the City of Allentown Bureau of Communications.

These agreements are:

City of Bethlehem - Page 2

County of Lehigh - Page 3



Michael D. Hilbert, ENP
Superintendent of Communications
Bureau of Communications
1304 Fairview Street
Allentown, PA 18102
Office: (610) 437-7771
FAX: (610) 437-8718
Hilbert@AllentownCity.Org

April 15, 2013

Mrs. Laurie Bailey
9-1-1 / Communications Director
County of Lehigh 9-1-1
640 Hamilton Street
8th Floor
Allentown, PA 18101

Mr. Robert Haffner
Director of 9-1-1
City of Bethlehem
10 East Church Street
Bethlehem, PA 18018

Dear Laurie & Bob,

In accordance with current 9-1-1 legislation, Title 4, Part V, Chapter 120B,(2)(xvi), PSAPs in contiguous Counties and all PSAPs within the County shall be connected via a dedicated line. These PSAPs must also establish procedures to provide emergency responses to fringe areas of the County and calls received over foreign exchange lines. To satisfy this requirement, I am proposing that we continue our existing procedures and agreement between our respective PSAPs.

- All PSAPs will continue to maintain the existing dedicated telephone ringdown circuits presently in place for interoperable communications.
- All PSAPs will continue to monitor and access the Regional Comm radio talk channel connecting all PSAPs within our region.
- Telephone calls received by a PSAP, (including Wireline, VoIP, and Wireless) for incidents along boundary areas will be interrogated and if the exact jurisdiction cannot be determined, the PSAPs involved will coordinate a response by the appropriate agencies to investigate.
- Telephone calls received by a PSAP from outside their jurisdiction, (including Wireline, VoIP, and Wireless) will be interrogated and if determined to be non-emergency in nature, will be referred to the non-emergency telephone number for the appropriate agency.
- Calls determined to be emergency in nature, will be relayed by the receiving PSAP or transferred via the inter-tandem transfer feature which includes ANI/ALI information, to the appropriate PSAP.

I am requesting your input and comments regarding this matter, in writing, as soon as possible. If you have any questions or require additional information, please feel free to contact me.

Sincerely,

Michael D. Hilbert

Michael D. Hilbert, ENP

City of Bethlehem

INDUSTRY • EDUCATION • RELIGION • MUSIC • RECREATION
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DEPARTMENT OF POLICE

22 April 2013

Michael D. Hilbert, ENP
Superintendent of Communications
Bureau of Communications
1304 Fairview Street
Allentown, PA 18102

Mike,

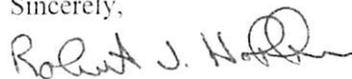
I am in receipt of your letter of April 15, 2013 on the subject of current 9-1-1 legislation Title 4, Part V, Chapter 120B,(2)(xvi). I agree that we should continue our existing procedures and agreement between our respective PSAPs. Please be assured that we will continue to maintain the existing dedicated telephone ring down circuits presently in place for interoperable communications. Additionally, we will continue to monitor and access the Regional Comm radio talk channel.

Also, telephone calls received by our PSAP, (including Wireline, VoIP, and Wireless) for incidents along boundary areas will be interrogated and if the exact jurisdiction cannot be determined, the PSAPs involved will coordinate a response by the appropriate agencies to investigate. Furthermore, telephone calls received by our PSAP from outside our jurisdiction, (including Wireline, VoIP, and Wireless) will be interrogated and if determined to be non - emergency in nature, will be referred to the non - emergency telephone number for the appropriate agency.

Finally, calls determined to be an emergency will be relayed by the our PSAP or transferred via the inter - tandem transfer feature which includes ANI/ALI information, to the appropriate PSAP.

If you have any questions feel free to contact me.

Sincerely,



Robert Haffner
Director 9-1-1



10 EAST CHURCH STREET, BETHLEHEM, PENNSYLVANIA 18018



COUNTY OF LEHIGH
Department of Emergency Services
9-1-1 Communications Center

Laurie R. Bailey, ENP
9-1-1 Communications Director

Daniel S. Bellesfield
9-1-1 Operations/Training Coordinator

April 29, 2013

Michael D. Hilbert, ENP
Superintendent of Communications
Bureau of Communications
1304 Fairview Street
Allentown, PA 18102

Mr. Robert Haffner
Director of 9-1-1
City of Bethlehem
10 East Church Street
Bethlehem, PA 18018

In accordance with current 9-1-1 legislation, Title 4, Part V, Chapter 120B,(2)(xvi), PSAPs in contiguous Counties and all PSAPs within the County shall be connected via a dedicated line. These PSAPs must also establish procedures to provide emergency responses to fringe areas of the County and calls received over foreign exchange lines. To satisfy this requirement, the County of Lehigh agrees to continue our existing procedures and agreement between our respective PSAPs as outlined below:

- All PSAPs will continue to maintain the existing dedicated telephone ringdown circuits presently in place for interoperable communications.
- All PSAPs will continue to monitor and access the Regional Comm radio talk channel connecting all PSAPs within our region.
- Telephone calls received by a PSAP, (including Wireline, VoIP, and Wireless) for incidents along boundary areas will be interrogated and if the exact jurisdiction cannot be determined, the PSAPs involved will coordinate a response by the appropriate agencies to investigate.
- Telephone calls received by a PSAP from outside their jurisdiction, (including Wireline, VoIP, and Wireless) will be interrogated and if determined to be non-emergency in nature, will be referred to the non-emergency telephone number for the appropriate agency.
- Calls determined to be emergency in nature, will be relayed by the receiving PSAP or transferred via the inter-tandem transfer feature which includes ANI/ALI information, to the appropriate PSAP.

If you have any questions or require additional information, please feel free to contact me.

Respectfully,

Laurie R. Bailey, ENP

Laurie R. Bailey, ENP
9-1-1 Communications Director
County of Lehigh 9-1-1

640 West Hamilton Street, 10th floor
Allentown, Pennsylvania 18101-1614
Voice: 610-782-4651
Fax: 610-782-4660

3.2.b Mutual Aid Agreements

This section identifies the Mutual Aid agreements that are maintained by the City of Allentown Bureau of Communications.

These agreements are:

Interstate Mutual Aid Act 93 Participation	-	Page 2
Allentown Police Department	-	Page 3
City of Allentown Fire Department	-	Page 6
City of Allentown Paramedics	-	Page 10
City of Allentown Paramedics, MCI Plan	-	Page 13



ROBERT C. SCHEIRER CFI/CFEI
Fire Chief/EMC
Allentown Fire Department
610.437.7765 Fax 610.437.7766
scheirer@allentowncity.org

May 1st, 2013

Pennsylvania Emergency Management Agency
2605 Interstate Drive
Harrisburg, PA 17110-9364

Re: City of Allentown E9-1-1 Plan - Mutual Aid Agreements

Dear Sirs,

All of the City of Allentown emergency services (Police, Fire and EMS) participate in the Intrastate Mutual Aid Agreement, Act 93 of 2008, for both providing and requesting mutual aid assistance with our surrounding public safety partners.

Intrastate Mutual Aid

The purpose of Act 93 of 2008 (the "Act") is to create a system of intrastate mutual aid between participating political subdivisions within this Commonwealth, where each participating political subdivision recognizes that emergencies transcend the boundaries of a political subdivision and that intergovernmental coordination is essential for the protection of lives and property and for the best use of available public and private assets.

The mutual aid system is to provide for mutual assistance among the participating political subdivisions in the prevention of, response to and recovery from threats to public health and safety that are beyond the capability of an affected community to respond. The system also is to provide for mutual cooperation among the participating subdivisions in conducting exercises, testing or other training activities.

If you have any questions, please feel free to contact me.

Sincerely,



Robert C Scheirer



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ALLENTOWN POLICE DEPARTMENT

Roger J. MacLean
Chief of Police

By order of: Roger J. MacLean 4/18/11
Date

Date of Issue: April 20, 2011	Effective Date: April 20, 2011	General Order #: 1-3	Review Date: APRIL 2014
Subject: Agency Jurisdiction and Mutual Aid		Distribution: All Personnel	Amends: NA
Reference: CALEA 2.1.1, 2.1.2, 2.1.3, 2.1.4 PLEAC			Rescinds: NA

1.3.01 PURPOSE

The purpose of this General Order is to provide members with guidelines on the specific geographical boundaries of their jurisdiction, guidelines on concurrent jurisdiction and guidelines on written agreements for mutual aid.

1.3.02 PROCEDURE

A. Geographical Boundaries

1. The primary jurisdiction of sworn members employed by the City of Allentown is defined as the geographical area within the territorial limits of the City of Allentown, County of Lehigh, and the Commonwealth of Pennsylvania.
2. The boundaries of the City of Allentown are defined by the Official Map of Allentown as adopted by the Allentown City Council.

D. Legal Status of Agencies and Agency Personnel Responding to Mutual Aid Requests

1. The Allentown Police Department has entered into Mutual Aid Compact with numerous political subdivisions within Lehigh County. These agreements are kept on file in the Office of the Assistant Chief of Police of Operations.
2. As identified in the Mutual Aid Compact, when an agency is called upon to assist the Police Department, or the Police Department is called upon to assist a Mutual Aid Compact Agency, the responding agency and its personnel shall be considered a functional portion of the requesting agency and are protected by all applicable laws. In addition, the Pennsylvania Municipal Police Jurisdiction Act provides Statewide municipal police jurisdiction under these circumstances.

E. Procedures for Vesting Provider Agency Personnel with the Legal Authority to Act Within the Receiver Agency's Jurisdiction

Providing agency personnel have the legal authority to act within the receiving agency's jurisdiction under the Pennsylvania Municipal Police Jurisdiction Act, Title 42, Subchapter D, Sections 8951 through 8954, enacted June 15, 1982, as P.L. No. 14.

F. Procedures for Requesting Mutual Aid

The on-duty Commander may request from, or grant to, a mutual aid agency, the use of personnel and/or equipment. Such action may be due to limited resources, staffing needs, and/or emergency situations where the requesting agency is in need of immediate assistance. The Commander making or granting the request may obtain information via telephone, CLEAN/NCIC computer network, common 800 MHZ talkgroups, or other mutually acceptable radio format. Direct contact between the Commanders of mutual aid agencies is encouraged for the proper distribution of personnel and/or equipment. The Commander shall notify the Chief of Police as soon as practical in unusual or exceptional circumstances.

G. Identity of Persons Authorized to Request Mutual Aid

1. The on-duty Patrol Commander has the authority to request and approve matters of mutual aid on behalf of the Chief of Police. The Commander may request mutual aid from, or

2. This does not preclude the requesting agency from reimbursing the providing agency when such expenses are reimbursed from a third party pursuant to federal or state disaster reimbursement, or secondary assessments for costs, such as, hazardous materials ordinances, etc.

K. Review and Revision of Agreements

The Mutual Aid Agreements shall be periodically reviewed by the Chief of Police or designee and amended when necessary.

L. Requesting Assistance: Federal Law Enforcement/National Guard

1. In the event of an emergency which requires Federal Law Enforcement assistance, the Chief of Police or the highest ranking on-duty Commander is authorized to solicit aid from the appropriate federal agency. This does not preclude Allentown Police from utilizing federal services in the normal course of interagency cooperation and joint functional responsibilities.
2. Upon declaration of a local disaster or emergency as outlined in the City of Allentown Emergency Management Plan, the Emergency Management Coordinator or the Mayor of Allentown may request the Governor of the Commonwealth to mobilize and deploy the National Guard.

M. Lehigh Valley International Airport (LVIA) Mutual Aid Response Protocol

1. The mutual aid response locations for Lehigh Valley International Airport (LVIA) for Police, Fire and EMS are as follows:

For Alert II and Alert III responses:

- Police Unit #1 – The intersection at Airport Road, Postal Road and Avenue A
- Police Unit #2 – Gate 40 located at the Federal Express hanger off of Postal Road
- Command Unit – Gate 40 located at the Federal Express hanger off of Postal Road

43 - MUTUAL AID PERSONNEL RESPONDING INTO THE CITY GUIDELINES

Leave at least one seat open on the mutual aid rig for an AFD officer that will be assigned to guide you in the City. This firefighter will provide communication with Allentown Com Center until the arrival of Allentown personnel; the mutual aid officer shall assume responsibility for the city radio. The mutual aid officer shall notify Com Center by radio that their apparatus is manned and in assigned city station. If radio traffic does not allow radio use contact Com Center at 7765 and inform the supervisor of your status.

If your apparatus is responding understaffed, i.e., 2 personnel or less let the commanding chief officer at the Central Station know upon arrival at the assigned station. When using the station phones the last four digits are used only. For the Central Station it is 7746, or 7747.

No civilian vehicles are to follow the mutual aid apparatus to calls in the City. This creates congestions and is unsafe for all those involved. Command vehicles with warning lights and sirens are allowed.

A mutual aid box will be provided at each station that will contain pertinent information and resources, such as maps, keys, phone numbers, and Fire Department SOG's.

Upon arrival at the assigned station, the mutual aid officer will open the mutual aid box and, using the forms provided, commence filling out two riding lists for the company. One copy will remain on the apparatus and one will be picked up by the commanding officer or phoned in by the officer to the Central Station.

44 - MUTUAL AID GUIDELINES

Mutual aid can be activated for two reasons. The first is because of a need for a particular piece of equipment which the AFD does not have, for instance a brush truck, tanker or cascade unit. The second is to cover empty stations during a major incident.

This guideline gives fire department officers the authority at emergency scenes to activate mutual aid for special equipment. On board all fire department vehicles is a list of mutual aid resources.

For the second scenario, the fire administration would like to maintain an established level of protection during major incidents where AFD resources are committed for long periods of time. This level includes: at least one pumper at each of the six stations, at least one aerial device in the city and one set of rescue equipment in the City. The method of activation will be by declaration of a 3rd alarm or a special request by the Deputy Chief in charge of the scene or the Fire Chief, or Assistant Fire Chief.

The following is a schedule which is to be used as a guideline for Com Center and AFD personnel when mutual aid is requested by the designated officers.

PUMPERS		
Primary Mutual Aid Company	Back Up Mutual Aid Company	Station Assigned To
Western Salisbury #31	Emmaus #7	Mack South
Catasauqua #2	HanLeCo #33	East Side
East Salisbury #20	NONE	Fearless
Lower Macungie #30	Cetronia #3	West End
Greenawalds #11	NONE	Hibernia
Whitehall #36	Woodlawn #32	Central

LADDERS		
Primary Mutual Aid Company	Back Up Mutual Aid Company	Station Assigned To
Catasauqua #2		Central Station
	Western Salisbury #31	Mack South
	Emmaus #7	Mack South
	Bethlehem City	East Side
	HanLeCo #33	East Side

RESCUE EQUIPMENT		
Primary Mutual Aid Company	Back Up Mutual Aid Company	Station Assigned To
Greenawalds #11		Hibernia
	Eastern Salisbury #20	Fearless
	Emmaus #7	Mack South
	HanLeCo #33	East Side

MUTUAL AID BOX CONTENTS

- City map and street guide
- Knox Box key and list of buildings
- Phone listing
- SOG's on the following
 - o Radio Procedures
 - o 10-69 Procedure
 - o Incident Command System
 - o Multiple Alarm/Mutual Aid Procedure

CITY OF ALLENTOWN PARAMEDICS

BUREAU OF EMERGENCY MEDICAL SERVICES STANDARD OPERATING PROCEDURES

SOP # 93-008	Bureau Manager:
Date Approved: 03/30/94	Operations Manager: Joel Calarco
Revision Date(s): 01/17/02, 05/01/07, 02/07/12	Medical Director: Jeffrey Kuklinski, DO
Review Date: 12/31/13	

Subject: Mutual Aid and Calls Holding

Purpose: To provided a uniform procedure to determine availability of our EMS units when another EMS call is holding.

Scope: It is imperative that the Communications Center is aware of our availability at all times. When a non-city EMS unit (mutual aid) is dispatched, we must assure that none of our units could have had a more timely response.

Procedure:

Call Holding, How Soon to Available?

To assure a timely response to all EMS requests, the following procedure shall be followed:

If an EMS call is holding and all City EMS units are busy, the Communications Center shall assess the turn-around time of any city EMS unit off at a hospital and not yet in available status. The response determinate; i.e., bravo, delta, etc. shall be given when asking for turn-around availability. Example: "Comm Center to Medic 1 are you available for a Charlie Response at _____ [location]?"

NOTE: When determining whether or not to handle a call, crews shall take into consideration that the average response time by a mutual aid provider responding into the City ranges from 11 to 16 minutes. ***An ALPHA call can be held for 10 minutes, other determinants can hold for no more than 5 minutes. No holds can be placed on an ECHO response. Mutual aid will be called immediately in cases where all City units are busy on an ECHO determinant.***

RADIO PROCEDURE:

EMS units shall simply indicate whether or not they can handle the call. Example: "Medic 1, negative", or "Medic 1, we acknowledge the call".

The EMS unit shall not negotiate for a call over-the-air, they shall simply state whether or not they can handle the call. Brevity is a key aspect to this procedure. Please do not ask where the mutual aid unit is responding from or advise the communications center of the details of your current situation, again simply state negative or that you can handle the call.

Note: If a city unit cannot handle the holding call, a mutual aid provider shall be dispatched to the call. The Communications Center will make an announcement on EMSDISP indicating that mutual aid is responding into the city and will repeat the location of the call and the response determinate. This is an informational announcement in case the status of any of our units has changed. If your status changes after the mutual aid unit is dispatched, and you can arrive safely and more quickly than mutual aid, then advise the Communications Center that you will handle the call and mutual aid will be cancelled.

An example could be: Alert Tone : "Comm center to all EMS units, mutual aid is responding into the City for an ALPHA response, difficulty breathing, at 1701 Union Blvd."

MUTUAL AID CAPABILITIES:

Mutual aid services that come into the City of Allentown are not always ALS equipped. On many Alpha and some Bravo determinants, EMD recommends an initial BLS response, in these cases a BLS only mutual aid squad may be dispatched. There may be occasions where the BLS call requires ALS assistance once on scene. In cases such as these, the communications center will re-check on our City crew's status and provide the updated information. City crews should treat cases such as these with the same importance as any other mutual aid call.

Mutual aid is just that ... mutual. Our responsibility to cover other jurisdictions is just as important as having our neighboring services responding to the City. If we are asked to handle a call for another service, City EMS crews shall respond with the same professionalism as if the call was our own. As always, good judgment must be utilized when determining whether or not you can respond to the holding call.

SOP # 93-008

Generally, the five and ten minute maximum holding times utilized are considered to be general guidelines and are not absolutes. Weather conditions, first responder response, multiple mutual aid calls, etc., shall be taken into consideration by the crews to help make a determination for response that is guided by planning for the best patient care.

###

CITY OF ALLENTOWN **PARAMEDICS**

Mass Casualty Incident

Unit Response Plan

Revised July 14th, 2011

**Eric C. Gratz, NREMT-P
William Carver, NREMT-P**

City of Allentown Mass Casualty Incident (MCI) Response Plan

LEVEL I

MCI Response

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	<u>Contact</u>
62	Cetronia	2	0	LCR
63	Emmaus	1	0	LCR
73	St. Lukes	1	0	LCR
72	Upper Saucon	0	1	LCR
75	Northampton Regional	1	0	LCR
10	City of Bethlehem	1	0	BPD
TOTAL		6	1	(7 units)
TOTAL FOR INCIDENT		6	1	(7 units)

City Coverage

- ⇒ Lehigh County Radio will have one (1) ALS unit not included in the MCI response stage to cover city calls.
- *Central is the preferred staging area, however LCR or the staging entity may alter that based on the needs of the county.*
 - *LCR may send a BLS unit if no ALS units are available.*

City of Allentown Mass Casualty Incident (MCI) Response Plan

LEVEL II

MCI Response in addition to Level I Response

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	<u>Contact</u>
62	Cetronia	1	0	LCR
75	Northampton Regional	1	0	LCR
66	Macungie	1	0	LCR
67	Northern Valley	1	0	LCR
64	Coopersburg	0	1	LCR
13	Hellertown	1	0	NCR
15	Hanover Township	0	1	NCR
17	Bethlehem Township	1	0	NCR
66 Rehab	*Macungie 6651 Rehab	N/A	N/A	LCR
EMS Council	*EMS 10 Command Post	N/A	N/A	Medcom
TOTAL		6	2	(8 units)
TOTAL FOR INCIDENT		12	3	(15 units)

IF NOT ALREADY DISPATCHED, A LEVEL I MCI RESPONSE MUST BE DISPATCHED ALONG WITH THE LEVEL II UNITS LISTED ABOVE.

City Coverage

⇒ Ensure city coverage is still in place as outlined in the Level I Response.

*Notes

- ❖ EMS 10 Command Post will be notified even if there is already a mobile command post on scene to serve as a resource and operations center for EMS specifically.
- ❖ Macungie will respond with their rehab unit and provide rehab to responders on scene. 6653, a transport capable ATV is also available for response, but should be specifically requested by the EMS Officer on scene.

**City of Allentown
Mass Casualty Incident (MCI) Response Plan**

Level II Cumulative Unit List

Lehigh County

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	
62	Cetronia	3	0	
63	Emmaus	1	0	
73	St Lukes (Fountain Hill)	1	0	
72	Upper Saucon	0	1	
75	Northampton Regional	2	0	
66	Macungie	1	0	
67	Northern Valley	1	0	
64	Coopersburg	0	1	
66 Rehab	*Macungie 6651 Rehab	N/A	N/A	
EMS Council	*EMS 10 Command Post	N/A	N/A	
TOTAL FOR INCIDENT		9	2	(11 units)

Northampton County

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	
10	City of Bethlehem	1	0	
13	Hellertown	1	0	
15	Hanover Township	0	1	
17	Bethlehem Township	1	0	
TOTAL FOR INCIDENT		3	1	(4 units)

15 total ambulances for a Level II MCI

**City of Allentown
Mass Casualty Incident (MCI) Response Plan**

Level III Cumulative Unit List

Lehigh County

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	
62	Cetronia	3	0	
63	Emmaus	1	0	
73	St Lukes (Fountain Hill)	1	0	
72	Upper Saucon	0	1	
75	Northampton Regional	2	0	
66	Macungie	1	0	
67	Northern Valley	1	0	
64	Coopersburg	0	1	
71	Northwestern	1	0	
66 Rehab	*Macungie 6651 Rehab	N/A	N/A	
EMS Council	*EMS 10 Command Post	N/A	N/A	
TOTAL FOR INCIDENT		10	2	(12 units)

Northampton County

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	
10	City of Bethlehem	1	0	
13	Hellertown	1	0	
15	Hanover Township	0	1	
17	Bethlehem Township	2	0	
20	Easton	1	0	
46	East Allen	0	1	
27	Suburban EMS	2	0	
53	Hecktown	0	1	
50	Nazareth	1	0	
TOTAL FOR INCIDENT		8	3	(11 units)

Bucks County

<u>Station #</u>	<u>Agency</u>	<u>ALS Units</u>	<u>BLS Units</u>	
108	St. Lukes (Quakertown)	1	0	
TOTAL FOR INCIDENT		1	0	(1 units)

24 total ambulances for a Level III MCI

Section 3.3 Explanation of Modifications / Changes to Original Plan

The City of Allentown completed all major projects noted in our 2011 – 2013 Triennial Plan with the exception of the UPS battery replacement which will not be required until 2014. This includes the following:

- Upgrade of ProQA EMD from the card sets to the PC based program
- CAD / Map workstation upgrades
- Narrow Banding of all VHF transmitter equipment
- CAD / Message Switch hardware replacement

3.4. Compliance with Pennsylvania Code Requirements

Compliance with Pennsylvania Code Minimum Standards for PSAPs REQUIREMENTS	City of Allentown Complies		Comments
	YES	NO	
The law enforcement, fire protection, emergency medical services, rescue services and advanced life support services within the boundaries of the political subdivision shall be included.	X		
The system shall operate on a 24-hours a day, 7 days per week basis.	X		
9-1-1 related calls shall be answered by trained operators dedicated to 9-1-1 operations.	X		
Ninety percent of 9-1-1 calls shall be answered within 10 seconds.	X		
Incoming 9-1-1 calls shall be recorded via a multi-track voice recorder.	X		
9-1-1 operators shall record incoming calls at their respective answering station to allow for instant playback.	X		
Voice recorded 9-1-1 information shall be archived for at least 30 days.	X		
A PSAP shall have stand-by emergency electrical power generation equipment and sufficient fuel supply to sustain operation for a minimum of 7 days. PSAPs Federally funded under civil defense/emergency management shall maintain a 14-day fuel supply.	X		
A minimum of two lines for each established exchange or central office shall be provided for incoming 9-1-1 calls.	X		
A minimum of two administrative lines shall be provided for non-emergency or routine, or both, calls.	X		
Each 9-1-1 PSAP shall have the ability to force a disconnect with a calling party.	X		
Public pay stations, semi public pay stations and COCOTs [Customer Owned Coin Operated Telephones] shall have access to 9-1-1 without coin insertion or other charge.	X		
If no local address is available, the County or PSAP shall adopt a grid system, zip code identifier or other acceptable identifier method for support of dispatch and emergency service response to rural locations. The predicted number of addresses not in the data base shall be listed as a description of the identifying method chosen.	X		
If ANI and ALI or computer aided dispatch equipment is utilized, an uninterruptable power supply shall be	X		

employed. This is in addition to the required standby electrical power generator.			
If ANI and ALI are employed, the following minimum data shall be displayed except in the case of party lines or mobile lines: (A) the telephone number of the calling party. (B) The name of the calling party. (C) The address or identifier of the calling phone party.	X		
Adjacent PSAPs in contiguous counties and all PSAPs within the County shall be connected via private dedicated lines.	X		
Mutual Aid agreements required for sharing and dispatching emergency services shall be executed under 35 Pa. C.S.A. § 7504 (relating to coordination, assistance and mutual aid) to enhance emergency response capability. Procedures shall be developed with adjacent counties, if appropriate, to provide for emergency responses to fringe areas of city/county and calls received over foreign exchange lines.	X		
The 9-1-1 access shall be provided to cellular telephone, improved mobile telephone service or a system which provides voice telephone service to a mobile station.	X		
The 9-1-1 operators, dispatch personnel and supervisors shall receive a minimum 200 hours classroom and hands on instruction. The APCO training course or a similar course that is used is subject to [Agency] approval. In addition to minimum training requirements, a county may require additional training at its discretion.	X		
Arrangements for bilingual support or subscription to AT&T's language line or similar service shall be provided.	X		
TDD/TTY service shall be provided.	X		
The primary PSAP shall have the capability to receive and transmit watches and warnings from the Agency warning network and function according to the standards of the network.	X		
The PSAP shall provide an interconnect to the statewide radio system (800Mhz) or other systems prescribed by the agency.	X		
Incoming 9-1-1 calls to a PSAP shall generate an audible signal.	X		
The PSAP shall provide identification and explanation of routing profiles.	X		
The PSAP shall have a minimum of two answering positions.	X		
The PSAP shall provide call progress signals.	X		

The PSAP shall possess immediate/splash ringing.	X		
The primary PSAP senior supervisor/manager shall be designated as the county warning and communications officer.		X	City EMA Director is responsible for this action.
The appointed county 9-1-1 coordinator may not be in conflict with the duties of the county emergency management coordinator.	X		The appointed city 9-1-1 coordinator is not the city emergency management coordinator.
Supporting documentation describing the geographic location and special relationships of the 9-1-1 primary PSAP (county/city) to the emergency operations center shall be provided in the application.	X		
Supporting documentation describing the organizational structure, message handling process between PSAPs and emergency operations center during emergencies, and supporting communications between PSAPs and between PSAPs and emergency operations center during emergencies shall be provided in the application.	X		
Manual Transfer Manual transfer shall allow transfer of a received call to a dialed number.	X		
Default Routing The capability to route a 9-1-1 call to a designated default PSAP when the incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other cause.	X		
Alternate Routing The capability of routing 9-1-1 calls to a designated alternate location if all the 9-1-1 trunks to the primary PSAP are busy. It may also be activated upon request when 9-1-1 equipment fails or the PSAP itself is disabled.	X		
Selective Routing Selective routing is directed by selective routing tables which are defined by local jurisdictions. The selective routing file resides in the control office or CPE.	X		
Automatic Call Distributor Equipment that distributes incoming calls to available PSAP call attendants in the order the calls are received or holds calls until a call attendant becomes available.		X	
Computer Aided Dispatch (CAD) interface option The means of automatically introducing the ALI data into a CAD system, as opposed to manually entering the information.	X		
CPE [Customer Premises Equipment] Terminal equipment at a PSAP or secondary answering	X		

location.			
Conferencing The capability of allowing a PSAP call attendant to monitor an incoming call after it has been transferred to the action agency.	X		
ALI [Automatic Location Identification] The ALI, when employed, shall have the capability to display the correct PSAP and responsible law enforcement, fire, emergency medical services and other public safety agencies. The ALI shall be operated and maintained at a level sufficient to ensure that the ALI display will be retrieved in less than 5 seconds for 95 out of 100 attempts during the average busy hour.	X		
ALI/ANI [Automatic Location Identification/Automatic Number Identification] ANI/ALI shall follow the call to each position which picks up a call even if simultaneous pickup occurs and on transfers to other 9-1-1 equipped PSAPs and on transfer of 9-1-1 calls.	X		
ALI features: The following features are required if ALI is employed:			
(A) The ALI file will be accessed from the PSAP when ANI data associated with the call is identified.	X		
(B) ALI will display the name and address associated with the dialing telephone number once the PSAP receives the 9-1-1 call.	X		
(C) ALI identifies the type of telephone service; that is, coin phone, residence or business.	X		
(D) ALI identifies the emergency service number of the location of the emergency services requestor which, in turn, identifies the law enforcement, fire, emergency medical services, and other emergency responders for the calling address.	X		
(E) ALI data is retained and redisplayed when a call placed on hold is retrieved by the PSAP call attendants.	X		
(F) An address that does not have a telephone service will not have a file in the ALI database. However it shall be identified in the accepted grid base, zip code identifier or other approved system.	X		
ALI/ANI Transfer If ALI/ANI is employed, transfer capabilities shall be consistent and reliable. Transfers between appropriately equipped PSAPs shall include full ANI and ALI capabilities even if a cross tandem transfer is involved. If ALI transfer is not technically possible, access via a	X		

secondary inquiry is permissible.			
Conference Release If three-way conferencing is employed, release of the call shall allow the transferring PSAP to leave the call without disrupting the connection between the 9-1-1 caller and the agency the call was transferred to.	X		
Three Way Conferencing Three-way calling among the 9-1-1 caller, the transferring agency, and the transferred to agency, shall be initiated with the operation of an add-on button to obtain dial tone and the dialing of that agency's number.	X		
Selective Transfer Selective transfer shall automatically transfer or receive a 9-1-1 call to an agency providing the service required as designated by the emergency service number.	X		
Emergency Broadcast Interconnection Automatic ring down or tie line interconnect between the primary PSAP and the operational area emergency broadcast station common primary control station is an eligible enhancement feature.		X	This is done by County EMA.
Incident Reporting System The City/County complies with the current Agency reporting system.	X		

Section 3.5 List of Participating Agencies

Following is a list of agencies for which the City of Allentown 9-1-1 Center provides Emergency and Non-Emergency service:

Police Agencies: Allentown Police
Fire Departments: Allentown Fire
EMS Agencies: Allentown EMS

Section 3.6 List of Additional Agencies Served

Following is a list of agencies for which the City of Allentown 9-1-1 Center provides Non-Emergency service:

Allentown Parking Authority
Allentown Animal Control Officer
Allentown Public Works (Off Hours Only)

Section 3.7 Special Considerations

The following information is provided in order to give the agency a better understanding of the challenges potentially faced by the City's 9-1-1 system. An emergency at any of the facilities, entities, or locations listed below have the ability to seriously impact the City's 9-1-1 system:

Airports

Queen City Airport
Lehigh Valley International Airport (Mutual Aid Response)

Major Highways

Interstate 78
State Route 145
State Route 222
State Route 987

Railways/Freight Service

Norfolk Southern Classification Yard
RJ Corman Company

Major Waterways

Lehigh River

Major Institutions

Twenty two (18) Elementary Schools
Four (4) Middle/Intermediate Schools
Three (3) High Schools
Two (6) Charter / Vista Schools
Three (3) Colleges/Universities
Three (3) General Service Hospitals
PPL Building
Federal Bldg
County Seat
County Court House and Admin Offices

Public Places

Various Parks and Tourist attractions including
J Bernie Crum Stadium
Allentown Fairgrounds
America on Wheels Transportation Museum
Coca Cola Park > Iron Pigs Baseball Stadium
PPL Arena > Philadelphia Phantoms Hockey and Conference Center

Prisons

Lehigh County Prison

Chemical Refineries/Plants Processing Large Amounts of Chemicals (SARA Sites)

There are multiple SARA facilities including water treatment plants, sanitary landfills, gas/oil storage depots, and multiple manufacturing facilities.

Highrise Building List - Updated 04/01/13

700 Building 700 Union St
Allentown Center Square Apts 15 N 7th St
Americus Centre 549 Hamilton St
B'Nai B'Rith - East 1616 Liberty St
B'Nai B'Rith - West 1622 Liberty St
Holiday Inn 904 Hamilton St
Episcopal House 1440 Walnut St
Gross Towers - East 1337 Allen St
Gross Towers - West 1339 Allen St
Hamilton Financial Center 640 Hamilton St
Hamilton Towers 404 Hamilton St
Hotel Traylor 1444 Hamilton St
Lehigh County Community College 718 Hamilton St
Lehigh County Courthouse 455 Hamilton St
Lehigh County Prison 38 N 4th St
Lehigh Valley Hospital 1627 Chew St
Little Lehigh Manor 824 Jackson St
PPL Tower Building 2 N 9th St
PPL Plaza Building 829 Hamilton St
Regency Towers 1600 Lehigh Pkwy E
Sacred Heart Hospital 421 Chew St
St Lukes Hospital 1736 Hamilton St
Towne House Apartments 1827 Walnut St
Walnut Manor 1519 Walnut St
City Center I 645 Hamilton St

SKILLED NURSING FACILITIES

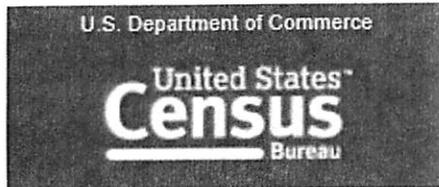
Emeritus 1545 Greenleaf St
Good Shepherd Rehab 800 S 5th St
Good Shepherd Raker Building 601 St John St
Liberty Nursing Home 535 N 17th St
Above and Beyond 2232 29th St Sw
Phoebe Nursing Home 1925 Turner St
Westminster Village (Non Apts) 803 N Wahneta St

ASSISTED LIVING FACILITIES --

Above and Beyond 514 N22nd St
Phobe Apartments 1901 Linden St
Westminster Village Apts 803 N Wahneta St

4.1. *Population Density*

This section provides the population information of Allentown from the U.S. Census Bureau.



Allentown (city), Pennsylvania

	Allentown	Pennsylvania	
People Quick Facts			
Population, 2011 estimate	119,141	12,743,948	
Population, 2010 (April 1) estimates base	118,032	12,702,379	
Population, percent change, April 1, 2010 to July 1, 2011	0.9%	0.3%	
Population, 2010	118,032	12,702,379	
Persons under 5 years, percent, 2010	7.9%	5.7%	
Persons under 18 years, percent, 2010	26.2%	22.0%	
Persons 65 years and over, percent, 2010	11.9%	15.4%	
Female persons, percent, 2010	51.8%	51.3%	
White persons, percent, 2010 (a)	58.5%	81.9%	
Black persons, percent, 2010 (a)	12.5%	10.8%	
American Indian and Alaska Native persons, percent, 2010 (a)	0.8%	0.2%	
Asian persons, percent, 2010 (a)	2.2%	2.7%	
Native Hawaiian and Other Pacific Islander, percent, 2010 (a)	Z	0.0%	
Persons reporting two or more races, percent, 2010	5.0%	1.9%	
Persons of Hispanic or Latino origin, percent, 2010 (b)	42.8%	5.7%	
White persons not Hispanic, percent, 2010	43.2%	79.5%	
Living in same house 1 year & over, percent, 2007-2011	76.6%	87.7%	
Foreign born persons, percent, 2007-2011	14.6%	5.7%	
Language other than English spoken at home, percent age 5+, 2007-2011	38.5%	10.0%	
High school graduate or higher, percent of persons age 25+, 2007-2011	75.2%	87.9%	
Bachelor's degree or higher, percent of persons age 25+, 2007-2011	16.4%	26.7%	
Veterans, 2007-2011	6,146	1,007,939	
Mean travel time to work (minutes), workers age 16+, 2007-2011		23.3	25.7
Housing units, 2010	46,921	5,567,315	
Homeownership rate, 2007-2011	48.2%	70.6%	
Housing units in multi-unit structures, percent, 2007-2011	38.9%	20.5%	
Median value of owner-occupied housing units, 2007-2011	\$143,800	\$163,200	
Households, 2007-2011	43,089	4,952,566	
Persons per household, 2007-2011		2.6	2.47
Per capita money income in the past 12 months (2011 dollars), 2007-2011	\$17,663	\$27,824	
Median household income, 2007-2011	\$35,737	\$51,651	
Persons below poverty level, percent, 2007-2011	25.8%	12.6%	
Business QuickFacts			
Total number of firms, 2007	7,644	981,501	
Black-owned firms, percent, 2007	11.1%	4.6%	

American Indian- and Alaska Native-owned firms, percent, 2007	F		0.3%
Asian-owned firms, percent, 2007	6.0%		3.2%
Native Hawaiian and Other Pacific Islander-owned firms, percent, 2007	F		0.0%
Hispanic-owned firms, percent, 2007	20.9%		2.3%
Women-owned firms, percent, 2007	33.2%		27.0%
Manufacturers shipments, 2007 (\$1000)	779,253		234,840,418
Merchant wholesaler sales, 2007 (\$1000)	1,576,927		142,859,202
Retail sales, 2007 (\$1000)	1,299,712		166,842,778
Retail sales per capita, 2007	\$12,117		\$13,323
Accommodation and food services sales, 2007 (\$1000)	150,343		19,625,449
Geography QuickFacts	Allentown		Pennsylvania
Land area in square miles, 2010		17.55	44,742.70
Persons per square mile, 2010	6,727.0		283.9
FIPS Code		2000	42
	Lehigh County		
Counties			

(a) Includes persons reporting only one race.

(b) Hispanics may be of any race, so also are included in applicable race categories.

FN: Footnote on this item for this area in place of data

NA: Not available

D: Suppressed to avoid disclosure of confidential information

X: Not applicable

S: Suppressed; does not meet publication standards

Z: Value greater than zero but less than half unit of measure shown

F: Fewer than 100 firms

Source: US Census Bureau State & County QuickFacts

Source: <http://quickfacts.census.gov/qfd/states/42/4202000.html>

4.2. *Transportation Routes for Municipal Area*

This section provides the municipal area of Allentown with transportation routes.

E - 911 Site Location Map 2013

City of Allentown, PA



Center Square
7th & Hamilton Sts.



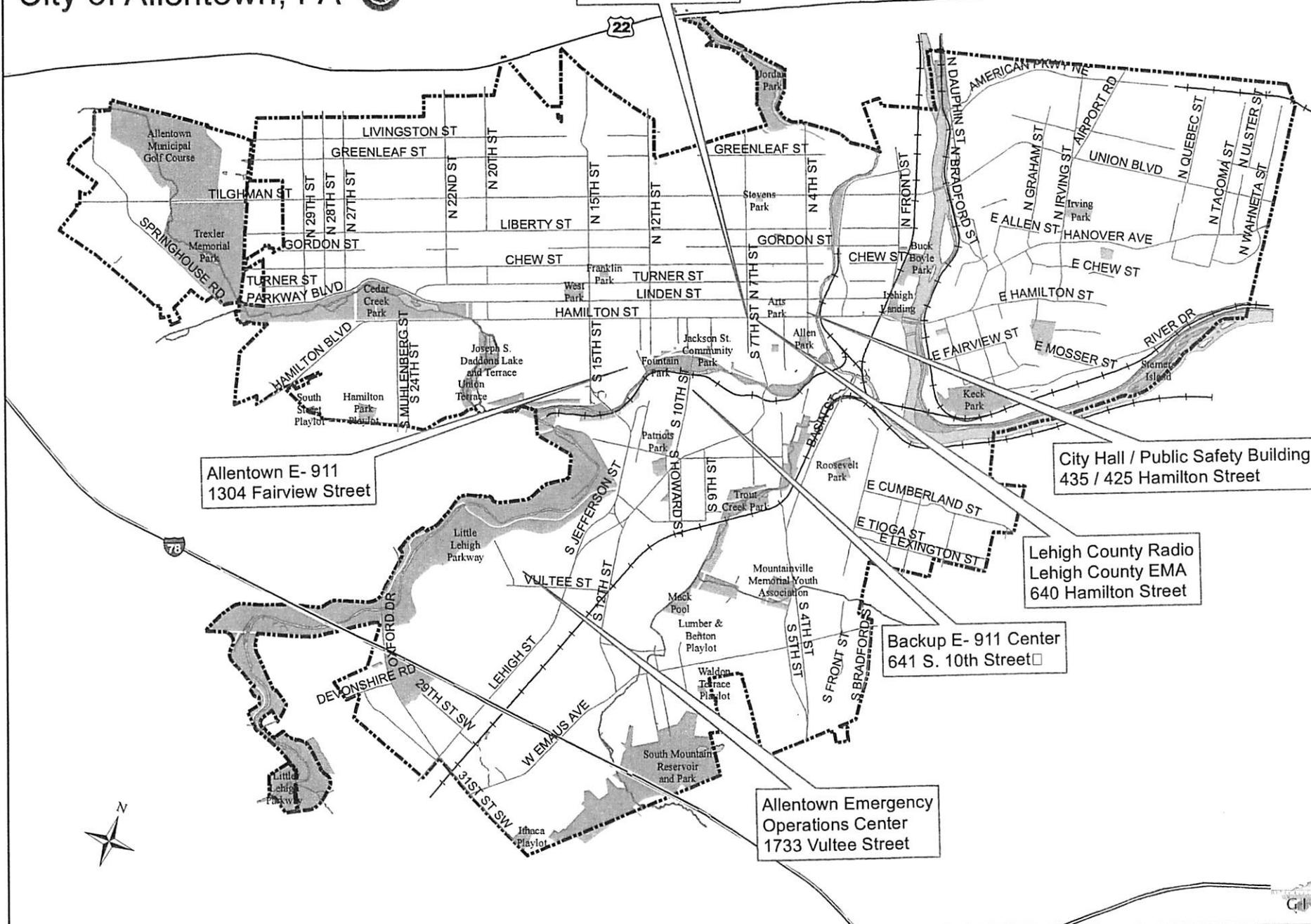
Allentown E- 911
1304 Fairview Street

City Hall / Public Safety Building
435 / 425 Hamilton Street

Lehigh County Radio
Lehigh County EMA
640 Hamilton Street

Backup E- 911 Center
641 S. 10th Street

Allentown Emergency
Operations Center
1733 Vultee Street



4.3. *Wireline Telephone Service Areas*

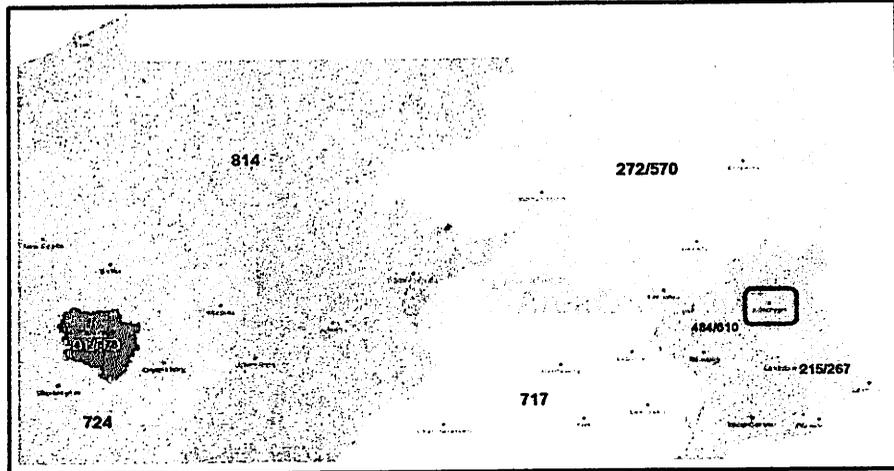
This section provides the wireline and wireless location information for the greater Allentown area.

Section 4.3

Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



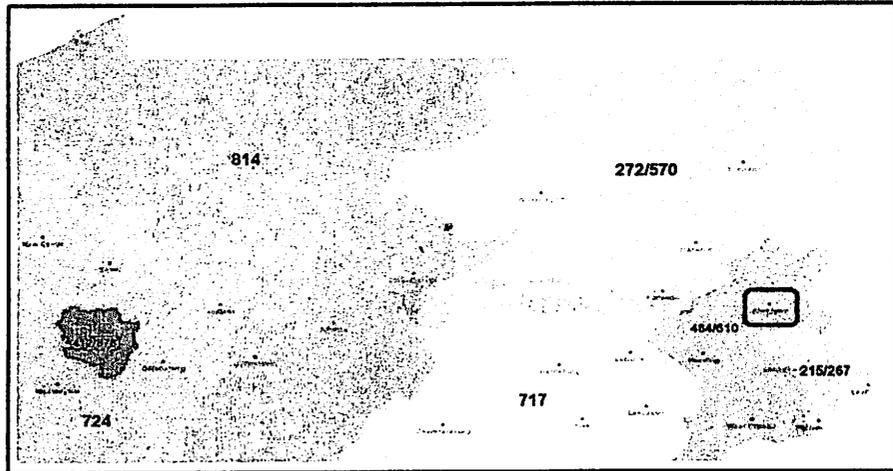
Prefix	Primary City	Company	County	Usage	Introduced
(484) 214-	Allentown, PA	Global Naps	Lehigh	Landline	1/14/2000
(484) 217-	New Tripoli, PA	Service Electric Telephone	Lehigh	Landline	1/14/2000
(484) 221-	Allentown, PA	Netcarrier Telecom	Lehigh	Landline	6/30/2001
(484) 223-	Allentown, PA	Choice One Communications	Lehigh	Landline	1/14/2000
(484) 224-	Allentown, PA	Broadwing Communications	Lehigh	Landline	10/13/1999
(484) 225-	Allentown, PA	Celco Partnership DBA Verizon Wireless	Lehigh	Cell Number	1/14/2000
(484) 226-	Allentown, PA	Cavalier Telephone (mid-atlantic)	Lehigh	Landline	10/13/1999
(484) 227-	Media, PA	Xo Communications Services Inc	Lehigh	Cell Number	10/13/1999
(484) 229-	Allentown, PA	Global Naps	Lehigh	Landline	10/13/1999
(484) 232-	Emmaus, PA	Verizon North Inc.-pa (contel)	Lehigh	Landline	10/13/1999
(484) 239-	Allentown, PA	Nextel Communications	Lehigh	Cell Number	3/3/2001
(484) 240-	Catasauqua, PA	Atx Telecommunications Services, Ltd	Lehigh	Landline	1/14/2000
(484) 241-	Bethlehem, PA	Celco Partnership DBA Verizon Wireless	Northampton	Cell Number	6/30/2001
(484) 242-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	10/13/1999
(484) 244-	Allentown, PA	Xo Communications Services Inc	Lehigh	Landline	6/30/2001
(484) 245-	Catasauqua, PA	Choice One Communications	Lehigh	Landline	1/14/2000
(484) 246-	Catasauqua, PA	Cavalier Telephone (mid-atlantic)	Lehigh	Landline	10/13/1999
(484) 249-	Catasauqua, PA	Global Naps	Lehigh	Landline	10/13/1999
(484) 261-	Slatington, PA	Global Naps	Lehigh	Landline	10/13/1999
(484) 262-	Slatington, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	10/13/1999
(484) 263-	Slatington, PA	Atx Telecommunications Services, Ltd	Lehigh	Landline	1/14/2000
(484) 264-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	10/13/2005
(484) 265-	Slatington, PA	Choice One Communications	Lehigh	Landline	1/14/2000
(484) 271-	Northampton, PA	Paetec Communications	Northampton	Landline	10/13/1999
(484) 272-	Northampton, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	10/13/1999
(484) 275-	Northampton, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 276-	Northampton, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 279-	Northampton, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 281-	Bath, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	10/13/1999
(484) 282-	Coopersburg, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	10/13/1999
(484) 284-	Bath, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 285-	Bath, PA	Choice One Communications	Northampton	Landline	1/14/2000
(484) 286-	Bath, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 287-	Bath, PA	Service Electric Telephone	Northampton	Landline	1/14/2000
(484) 289-	Bath, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 291-	Nazareth, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 292-	Nazareth, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	10/13/1999
(484) 293-	Nazareth, PA	Choice One Communications	Northampton	Landline	1/14/2000
(484) 296-	Nazareth, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 298-	Nazareth, PA	Service Electric Telephone	Northampton	Landline	1/14/2000
(484) 299-	Nazareth, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 330-	Slatington, PA	Sprint Spectrum L.p.	Lehigh	Cell Number	2/9/2003
(484) 347-	Allentown, PA	Omnipoint Communications Enterprises, L.p.	Lehigh	Cell Number	10/31/2001
(484) 354-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	2/13/2002
(484) 357-	Allentown, PA	Nextel Communications	Lehigh	Cell Number	10/31/2001

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Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



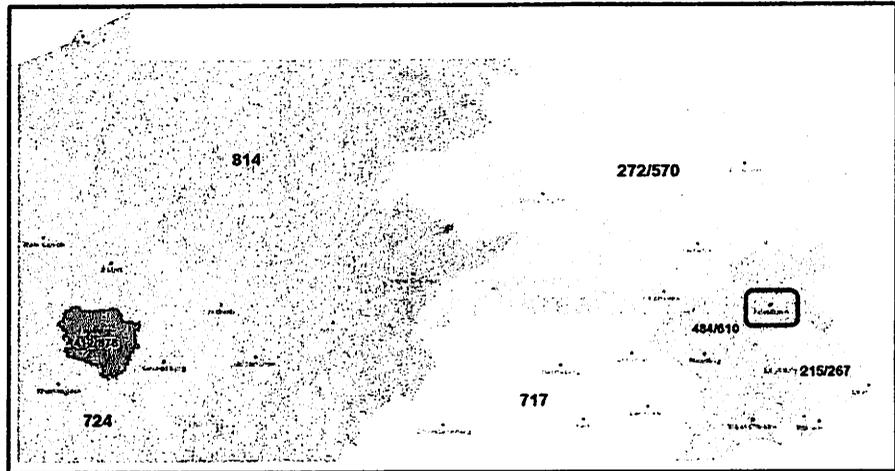
Prefix	Primary City	Company	County	Usage	Introduced
(484) 358-	Allentown, PA	Omnipoint Communications Enterprises, Lp.	Lehigh	Cell Number	3/3/2001
(484) 373-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	10/31/2000
(484) 375-	Allentown, PA	Allegiance Telecom Of Pennsylvania	Lehigh	Landline	6/30/2001
(484) 397-	Allentown, PA	Xo Communications Services Inc	Lehigh	Landline	6/30/2001
(484) 488-	Catasauqua, PA	Tcg New Jersey	Lehigh	Landline	5/1/2002
(484) 505-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	8/20/2000
(484) 515-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	2/13/2002
(484) 519-	Emmaus, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	6/13/2000
(484) 536-	Easton, PA	Allegiance Telecom Of Pennsylvania	Northampton	Landline	6/30/2001
(484) 541-	Easton, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	10/13/1999
(484) 542-	Easton, PA	Omnipoint Communications Enterprises, Lp.	Northampton	Cell Number	6/30/2001
(484) 544-	Easton, PA	Level 3 Communications	Northampton	Landline	10/13/1999
(484) 545-	Easton, PA	Broadwing Communications	Northampton	Landline	10/13/1999
(484) 546-	Easton, PA	Choice One Communications	Northampton	Landline	1/14/2000
(484) 547-	Allentown, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	6/13/2000
(484) 548-	Easton, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 549-	Easton, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 553-	Allentown, PA	Cellco Partnership DBA Verizon Wireless	Lehigh	Cell Number	6/30/2001
(484) 554-	Bethlehem, PA	Sprint Spectrum Lp.	Northampton	Cell Number	10/31/2000
(484) 597-	Catasauqua, PA	Omnipoint Communications Enterprises, Lp.	Lehigh	Cell Number	6/30/2001
(484) 601-	New Tripoli, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	6/13/2000
(484) 623-	Slatington, PA	Sprint Communications Company, L.p.	Lehigh	Landline	10/13/2005
(484) 630-			Lehigh	Landline	5/1/2002
(484) 634-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	6/13/2000
(484) 644-			Lehigh	Landline	10/25/2002
(484) 664-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	10/13/1999
(484) 695-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	6/30/2001
(484) 707-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Landline	2/16/2006
(484) 764-	Allentown, PA	Nextel Communications	Lehigh	Landline	3/3/2001
(484) 765-	Allentown, PA	Xo Communications Services Inc	Lehigh	Landline	6/30/2001
(484) 767-	Bethlehem, PA	Omnipoint Communications Enterprises, Lp.	Northampton	Cell Number	5/1/2002
(484) 788-	Allentown, PA	Ctsl	Lehigh	Landline	8/31/2003
(484) 810-	Hellertown, PA	Broadwing Communications	Northampton	Landline	1/14/2000
(484) 812-	Hellertown, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 814-	Hellertown, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	10/13/1999
(484) 815-	Hellertown, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 817-	Hellertown, PA	Service Electric Telephone	Northampton	Landline	1/14/2000
(484) 819-	Hellertown, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 821-	Bethlehem, PA	Choice One Communications	Northampton	Landline	1/14/2000
(484) 834-	Catasauqua, PA	Broadwing Communications	Lehigh	Landline	10/31/2000
(484) 851-	Hellertown, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	10/13/1999
(484) 852-	Hellertown, PA	Choice One Communications	Northampton	Landline	1/14/2000
(484) 853-	Hellertown, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 856-	Hellertown, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 858-	Hellertown, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	10/13/1999

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Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



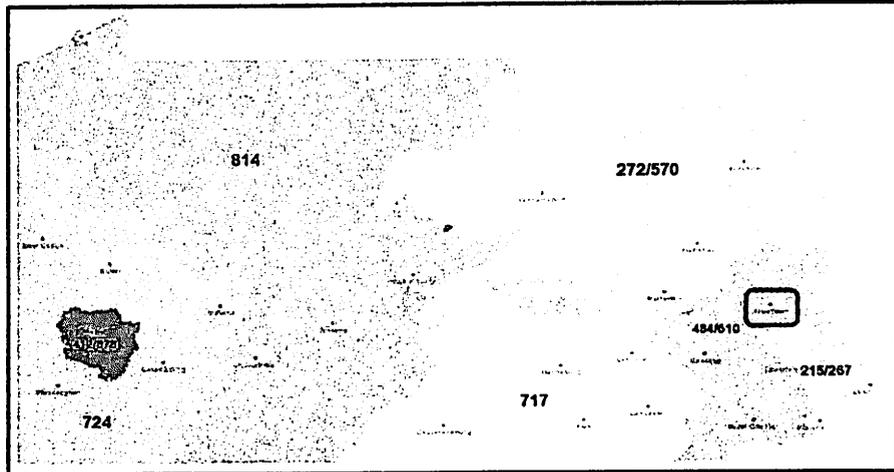
Prefix	Primary City	Company	County	Usage	Introduced
(484) 859-	Hellertown, PA	Global Naps	Northampton	Landline	10/13/1999
(484) 863-	Coopersburg, PA	Service Electric Telephone	Lehigh	Landline	1/14/2000
(484) 884-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	10/13/1999
(484) 892-	Bethlehem, PA	Paetec Communications	Northampton	Landline	1/14/2000
(484) 893-	Bethlehem, PA	Atx Telecommunications Services, Ltd	Northampton	Landline	1/14/2000
(484) 894-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	10/13/1999
(484) 895-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	1/14/2000
(484) 896-	Bethlehem, PA	Cavalier Telephone (mid-atlantic)	Northampton	Landline	10/13/1999
(484) 898-	Bethlehem, PA	Broadwing Communications	Northampton	Landline	10/13/1999
(484) 903-	Easton, PA	Sprint Spectrum L.p.	Northampton	Cell Number	8/20/2000
(484) 936-	Allentown, PA		Lehigh	Landline	10/13/1999
(484) 951-	Allentown, PA	Sprint Spectrum L.p.	Lehigh	Cell Number	8/20/2000
(610) 204-	Allentown, PA	Schuykill Mobile Fone	Lehigh	Cell Number	10/15/1996
(610) 214-	Coopersburg, PA	Core Communications	Northampton	Landline	12/13/2004
(610) 216-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	2/4/1994
(610) 217-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	1/10/1996
(610) 218-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	1/10/1996
(610) 224-	Slatington, PA	Service Electric Telephone	Lehigh	Landline	6/30/2001
(610) 231-	Catasauqua, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 248-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	4/15/1996
(610) 250-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 252-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 253-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 258-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 261-	Northampton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 262-	Northampton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 264-	Catasauqua, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 266-	Catasauqua, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 282-	Coopersburg, PA	Commonwealth Telephone Company	Lehigh	Landline	2/4/1994
(610) 289-	Allentown, PA	Xo Communications Services Inc	Lehigh	Landline	10/15/1996
(610) 295-	Allentown, PA	Tcg New Jersey	Lehigh	Landline	10/15/1996
(610) 297-	Bethlehem, PA	Tcg New Jersey	Northampton	Landline	10/15/1996
(610) 298-	New Tripoli, PA	Verizon North Inc.-pa (quaker St)	Lehigh	Landline	2/4/1994
(610) 299-	Nazareth, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	10/15/1996
(610) 317-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	10/15/1996
(610) 330-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	1/11/1997
(610) 332-	Bethlehem, PA	Xo Communications Services Inc	Northampton	Landline	10/15/1996
(610) 333-	Easton, PA	Tcg New Jersey	Northampton	Landline	10/15/1996
(610) 336-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	1/11/1997
(610) 339-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	10/15/1996
(610) 346-	Hellertown, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 349-	Allentown, PA	Cellco Partnership DBA Verizon Wireless	Lehigh	Cell Number	4/1/1997
(610) 351-	Allentown, PA	Rcn Telecom Service Of Pennsylvania	Lehigh	Landline	10/11/1997
(610) 360-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	2/4/1994
(610) 365-	Nazareth, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	8/14/1998

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Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



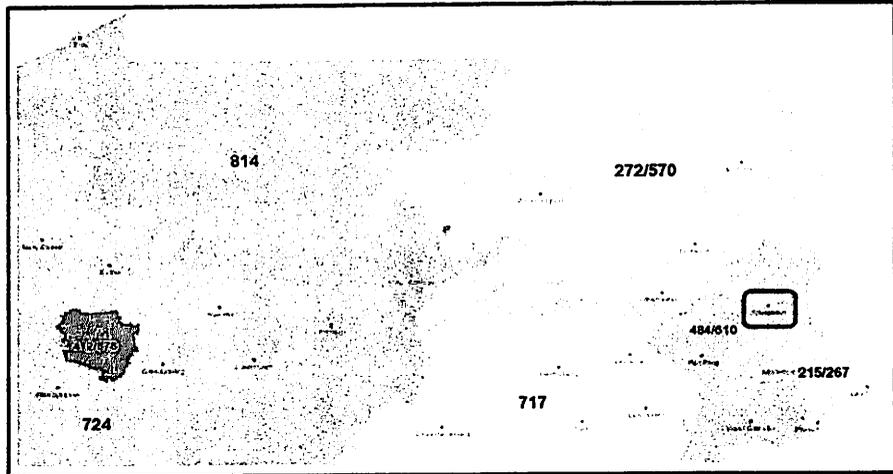
Prefix	Primary City	Company	County	Usage	Introduced
(610) 366-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 390-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	2/4/1994
(610) 391-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 392-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	2/4/1994
(610) 393-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	4/15/1996
(610) 395-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 398-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 402-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 403-	Catasauqua, PA	Service Electric Telephone	Lehigh	Landline	4/1/1997
(610) 417-	Bethlehem, PA	Celco Partnership DBA Verizon Wireless	Northampton	Cell Number	1/11/1997
(610) 419-	Bethlehem, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	10/11/1997
(610) 421-	Emmaus, PA	Rcn Telecom Service Of Pennsylvania	Lehigh	Landline	11/20/1998
(610) 424-	Allentown, PA	Schuykill Mobile Fone	Lehigh	Cell Number	7/4/1995
(610) 428-	Bethlehem, PA	Celco Partnership DBA Verizon Wireless	Northampton	Cell Number	1/10/1996
(610) 432-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 433-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 434-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 435-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 437-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 438-	Easton, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	10/11/1997
(610) 439-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 440-	Northampton, PA	Rcn Telecom Service Of Pennsylvania	Northampton	Landline	10/11/1997
(610) 442-	Bethlehem, PA	Celco Partnership DBA Verizon Wireless	Northampton	Cell Number	7/4/1995
(610) 443-	Catasauqua, PA	Rcn Telecom Service Of Pennsylvania	Lehigh	Landline	10/11/1997
(610) 456-	Hellertown, PA	Xo Communications Services Inc	Northampton	Landline	11/20/1998
(610) 462-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	10/15/1996
(610) 465-	Catasauqua, PA	Xo Communications Services Inc	Lehigh	Landline	7/6/1997
(610) 477-	Allentown, PA	Global Naps	Lehigh	Landline	3/3/2001
(610) 481-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 498-	Bangor, PA	Commonwealth Telephone Company	Northampton	Landline	2/4/1994
(610) 502-	Northampton, PA	Verizon Pennsylvania	Northampton	Landline	4/1/1997
(610) 504-	Allentown, PA	Omnipoint Communications Enterprises, L.p.	Lehigh	Cell Number	4/1/1997
(610) 508-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	7/6/1997
(610) 509-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	10/11/1997
(610) 512-	Allentown, PA	Redi-call Communications Co	Lehigh	Cell Number	4/1/1997
(610) 515-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	9/11/1994
(610) 530-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	1/10/1996
(610) 533-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	11/20/1998
(610) 554-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	2/11/1995
(610) 559-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 570-	Bethlehem, PA	Omnipoint Communications Enterprises, L.p.	Northampton	Cell Number	1/25/1998
(610) 571-	Bath, PA	Xo Communications Services Inc	Northampton	Landline	11/20/1998
(610) 573-	Allentown, PA	AT&T Local	Lehigh	Landline	5/10/1999
(610) 588-	Bangor, PA	Commonwealth Telephone Company	Northampton	Landline	2/4/1994
(610) 596-	Catasauqua, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	2/27/1999

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Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



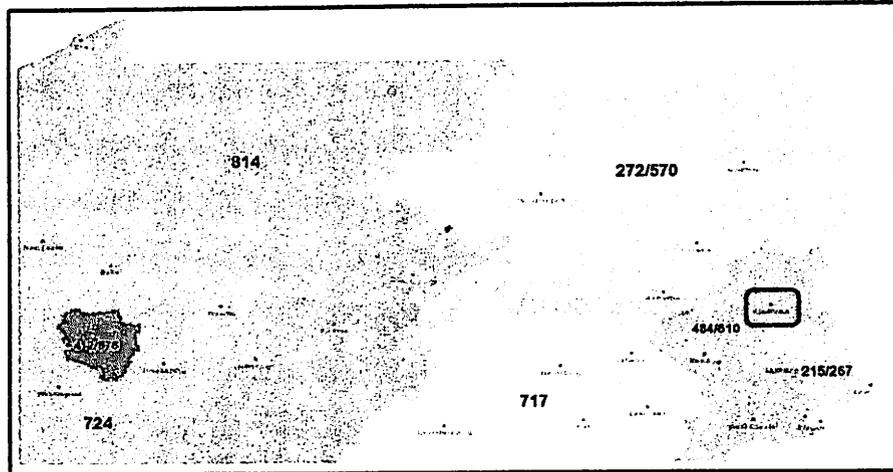
Prefix	Primary City	Company	County	Usage	Introduced
(610) 597-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	11/20/1998
(610) 599-	Bangor, PA	Commonwealth Telephone Company	Northampton	Landline	2/4/1994
(610) 606-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 614-	Nazareth, PA	Verizon Pennsylvania	Northampton	Landline	4/1/1997
(610) 625-	Bethlehem, PA	Service Electric Telephone	Northampton	Landline	11/20/1998
(610) 628-	Allentown, PA	Level 3 Communications	Lehigh	Landline	5/10/1999
(610) 653-	Bethlehem, PA	OmniPoint Communications Enterprises, L.p.	Northampton	Cell Number	6/30/2001
(610) 657-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	7/4/1995
(610) 663-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	1/10/1996
(610) 686-	Catasauqua, PA	AT&T Local	Lehigh	Landline	2/27/1999
(610) 691-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 694-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 697-	Northampton, PA	Service Electric Telephone	Northampton	Landline	11/20/1998
(610) 703-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	9/11/1994
(610) 704-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	1/11/1997
(610) 706-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	9/11/1994
(610) 709-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/11/1995
(610) 712-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	9/11/1994
(610) 720-	Allentown, PA		Lehigh	Landline	2/4/1994
(610) 730-	Bethlehem, PA	Cellco Partnership DBA Verizon Wireless	Northampton	Cell Number	2/4/1994
(610) 737-	Allentown, PA	Cellco Partnership DBA Verizon Wireless	Lehigh	Cell Number	11/20/1998
(610) 739-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Landline	2/9/2003
(610) 740-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 746-	Nazareth, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 748-	Hellertown, PA	Service Electric Telephone	Northampton	Landline	2/27/1999
(610) 751-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	8/14/1998
(610) 758-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 759-	Nazareth, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 760-	Slatington, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 762-	Allentown, PA	New Cingular Wireless PCS - DC	Lehigh	Cell Number	10/15/1996
(610) 767-	Slatington, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 769-	Ironton, PA	Ironton Telephone Co.	Lehigh	Landline	6/30/2001
(610) 770-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 774-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 776-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 778-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 782-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	7/1/1996
(610) 791-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 794-	Allentown, PA	Ironton Telephone Co.	Lehigh	Landline	1/10/1996
(610) 797-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 798-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 799-	Ironton, PA	Ironton Telephone Co.	Lehigh	Landline	2/4/1994
(610) 807-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/11/1995
(610) 810-	Easton, PA	Core Communications	Northampton	Landline	6/30/2001
(610) 813-	Nazareth, PA	Xo Communications Services Inc	Northampton	Landline	1/25/1998

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Area Code Map 484 / 610

Source: AllAreasCodes.Com

Wireline and Wireless



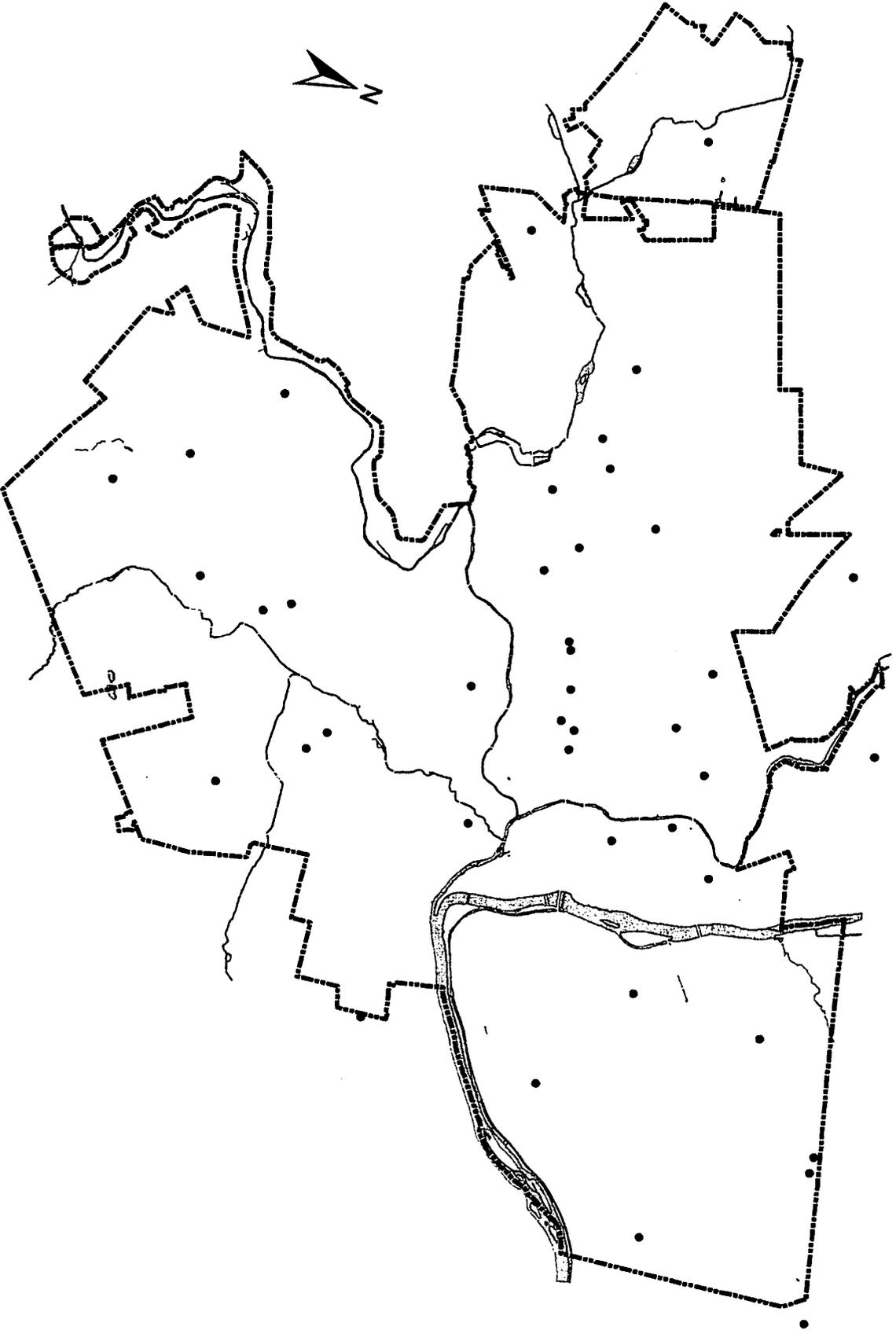
Prefix	Primary City	Company	County	Usage	Introduced
(610) 814-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 820-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 821-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/4/1994
(610) 829-	Easton, PA	Service Electric Telephone	Northampton	Landline	11/20/1998
(610) 830-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	4/1/1997
(610) 837-	Bath, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 838-	Hellertown, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 839-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	11/20/1998
(610) 841-	Allentown, PA	Service Electric Telephone	Lehigh	Landline	8/14/1998
(610) 844-	Allentown, PA	Core Communications	Lehigh	Landline	6/30/2001
(610) 849-	Bethlehem, PA	Telcove Of Eastern Pennsylvania	Northampton	Landline	7/22/1999
(610) 851-	Northampton, PA	Xo Communications Services Inc	Northampton	Landline	6/13/2000
(610) 861-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 863-	Pen Argyl, PA	Commonwealth Telephone Company	Northampton	Landline	2/4/1994
(610) 865-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 866-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 867-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 868-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 871-	Allentown, PA	Telcove Of Eastern Pennsylvania	Lehigh	Landline	8/14/1998
(610) 881-	Pen Argyl, PA	Commonwealth Telephone Company	Northampton	Landline	5/2/2004
(610) 882-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 904-	Emmaus, PA	Verizon North Inc.-pa (contel)	Lehigh	Cell Number	2/11/1995
(610) 905-	Easton, PA	Omnipoint Communications Enterprises, L.p.	Northampton	Cell Number	8/14/1998
(610) 912-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	2/11/1995
(610) 920-	Allentown, PA	Usa Mobility Wireless	Lehigh	Cell Number	1/25/1998
(610) 923-	Easton, PA	Verizon Pennsylvania	Northampton	Landline	1/10/1996
(610) 928-	Emmaus, PA	Service Electric Telephone	Lehigh	Landline	11/20/1998
(610) 954-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 965-	Emmaus, PA	Verizon North Inc.-pa (contel)	Lehigh	Landline	2/11/1995
(610) 966-	Emmaus, PA	Verizon North Inc.-pa (contel)	Lehigh	Landline	9/11/1994
(610) 967-	Emmaus, PA	Verizon North Inc.-pa (contel)	Lehigh	Landline	9/11/1994
(610) 969-	Allentown, PA	Verizon Pennsylvania	Lehigh	Landline	2/16/2006
(610) 972-	Allentown, PA	Nextel Communications	Lehigh	Cell Number	11/20/1998
(610) 973-	Allentown, PA	Atx Telecommunications Services, Ltd	Lehigh	Landline	11/20/1998
(610) 974-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	2/4/1994
(610) 978-	Slatington, PA	Xo Communications Services Inc	Lehigh	Landline	11/20/1998
(610) 979-	Atglen, PA	Comcast Phone Of Pennsylvania	Lehigh	Cell Number	2/27/1999
(610) 984-	Bethlehem, PA	AT&T Local	Northampton	Landline	2/27/1999
(610) 991-	Easton, PA	Xo Communications Services Inc	Northampton	Landline	1/25/1998
(610) 997-	Bethlehem, PA	Verizon Pennsylvania	Northampton	Landline	4/1/1997

4.4. *Wireless Service Provider Areas/Cell Tower Locations*

This section provides the wireless location information for the greater Allentown area.

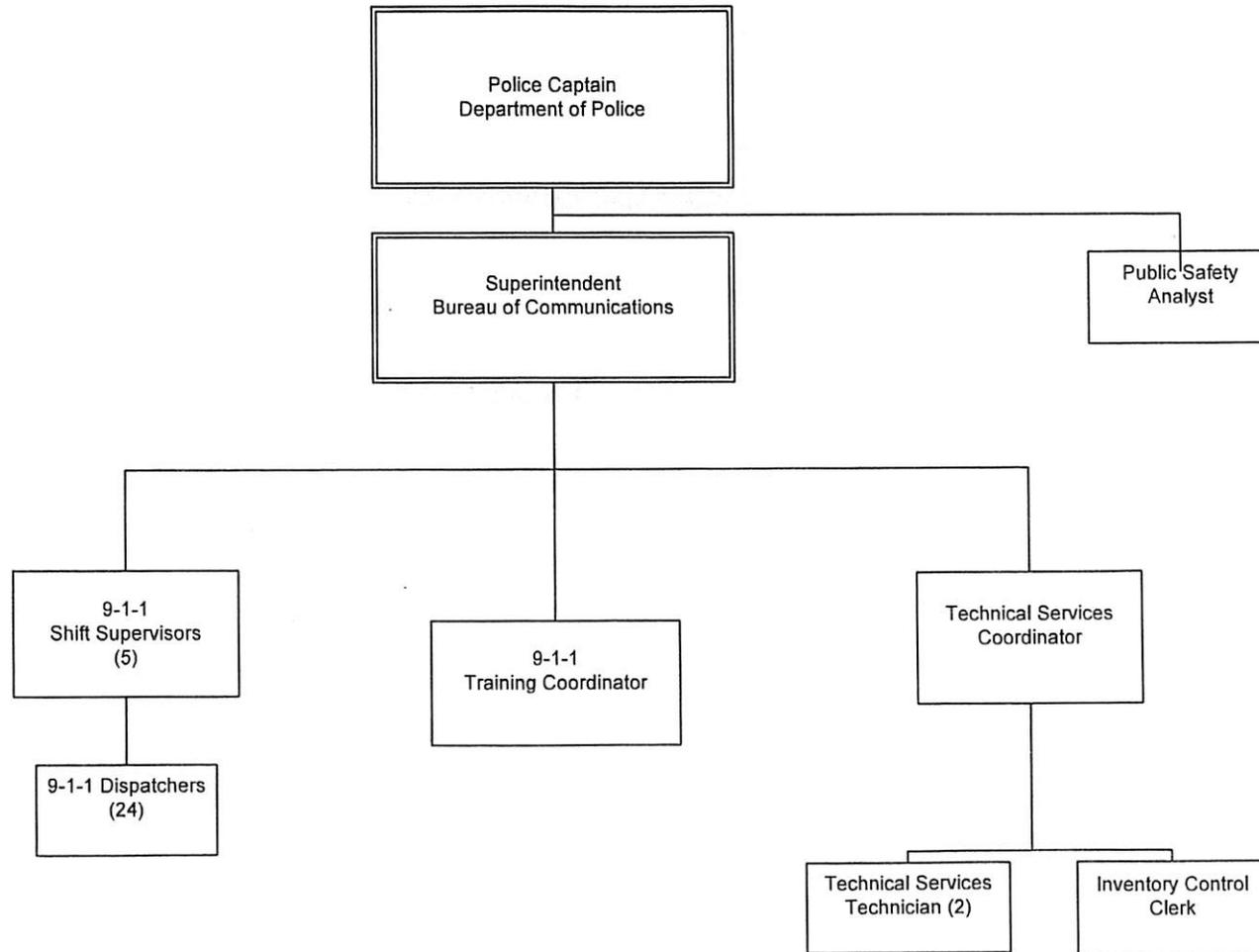


Allentown E9-1-1 Cellular Tower Map May 2013



City of Allentown
Bureau of Communications
9-1-1 Center

2013 Organizational Chart



Section 5.2 List of Postions

Communications Center Staff

Title of Position	Number of Positions
Police Assistant Chief	1
Superintendent of Communications	1
Shift Supervisors	5
Training Coordinator	1
Technical Services Coordinator	1
Dispatchers	24
Technical Services Technicians	2
Inventory Control Clerk	1
Public Safety Analyst	1
Total Positions	37

Section 5.3 Salary & Benefit Info
CITY OF ALLENTOWN
PAYROLL EXPENSE PROJECTION
2014

Position	Hourly Rate at	Salary	Medical	Hourly Rate at	Salary	Medical	Hourly Rate at	Salary	Medical
	1/1/14			1/1/15			1/1/16		
Inventory Clerk 10%	21.2376	4,483.67	1,825.80	21.5561	4,550.93	1,990.10	21.8795	4,619.19	2,169.20
Comm Shift Super	23.9967	49,913.20	18,258.00	24.3567	50,661.90	19,901.00	24.7220	51,421.83	21,692.00
Comm Shift Super	28.1864	58,627.81	18,258.00	28.6092	59,507.23	19,901.00	29.0384	60,399.84	21,692.00
Dispatcher	22.8540	48,249.46	18,258.00	23.1969	48,973.20	19,901.00	23.5448	49,707.80	21,692.00
Dispatcher	19.2156	40,567.92	18,258.00	19.5038	41,176.44	19,901.00	19.7964	41,794.09	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Comm Shift Super	27.6637	57,540.54	18,258.00	28.0787	58,403.65	19,901.00	28.4999	59,279.71	21,692.00
Dispatcher	18.4244	38,897.55	18,258.00	18.7007	39,481.02	19,901.00	18.9813	40,073.23	21,692.00
Dispatcher	24.0699	50,816.40	18,258.00	24.4310	51,578.65	19,901.00	24.7974	52,352.33	21,692.00
Dispatcher	21.7483	45,915.02	18,258.00	22.0745	46,603.74	19,901.00	22.4056	47,302.80	21,692.00
Dispatcher	19.2156	40,567.92	18,258.00	19.5038	41,176.44	19,901.00	19.7964	41,794.09	21,692.00
Comm Superintendent 80%	35.7160	59,431.46	14,606.40	36.2518	60,322.93	15,920.80	36.7955	61,227.78	17,353.60
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Dispatcher	22.2889	47,056.31	18,258.00	22.6232	47,762.15	19,901.00	22.9626	48,478.59	21,692.00
Dispatcher	24.0699	50,816.40	18,258.00	24.4310	51,578.65	19,901.00	24.7974	52,352.33	21,692.00
Comm Shift Super	23.1034	48,055.13	18,258.00	23.4500	48,775.96	19,901.00	23.8017	49,507.60	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Telecomm Tech 10%	24.7268	5,143.18	1,825.80	25.0977	5,220.33	1,990.10	25.4742	5,298.63	2,169.20
Comm Shift Super	23.5209	48,923.47	18,258.00	23.8737	49,657.32	19,901.00	24.2318	50,402.18	21,692.00
Comm Shift Super	28.1864	58,627.81	18,258.00	28.6092	59,507.23	19,901.00	29.0384	60,399.84	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Dispatcher	22.2889	47,056.31	18,258.00	22.6232	47,762.15	19,901.00	22.9626	48,478.59	21,692.00
Dispatcher	18.4244	38,897.55	18,258.00	18.7007	39,481.02	19,901.00	18.9813	40,073.23	21,692.00
Dispatcher	24.0699	50,816.40	18,258.00	24.4310	51,578.65	19,901.00	24.7974	52,352.33	21,692.00
Dispatcher	19.2156	40,567.92	18,258.00	19.5038	41,176.44	19,901.00	19.7964	41,794.09	21,692.00
Dispatcher	21.7483	45,915.02	18,258.00	22.0745	46,603.74	19,901.00	22.4056	47,302.80	21,692.00
Public Safety Analyst	26.8593	55,867.42	18,258.00	27.2622	56,705.43	19,901.00	27.6712	57,556.01	21,692.00
Dispatcher	23.4478	49,503.04	18,258.00	23.7995	50,245.58	19,901.00	24.1565	50,999.27	21,692.00
Tech Services Coord 20%	24.0658	10,011.35	3,651.60	24.4267	10,161.52	3,980.20	24.7931	10,313.95	4,338.40
Dispatcher	24.0699	50,816.40	18,258.00	24.4310	51,578.65	19,901.00	24.7974	52,352.33	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Asst. Chief Police 50%	45.8023	47,634.37	9,129.00	46.4893	48,348.89	9,950.50	47.1867	49,074.12	10,846.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Dispatcher	17.8295	37,641.62	18,258.00	18.0969	38,206.24	19,901.00	18.3684	38,779.34	21,692.00
Telecomm Tech 10%	24.7268	5,143.18	1,825.80	25.0977	5,220.33	1,990.10	25.4742	5,298.63	2,169.20
		<u>1,534,636.81</u>	<u>598,862.40</u>		<u>1,557,656.36</u>	<u>652,752.80</u>		<u>1,581,021.21</u>	<u>711,497.60</u>

**CITY OF ALLENTOWN
PAYROLL EXPENSE PROJECTION
2014**

<u>Position</u>	<u>Hourly Rate at 1/1/14</u>	<u>Salary</u>	<u>Medical</u>	<u>Hourly Rate at 1/1/15</u>	<u>Salary</u>	<u>Medical</u>	<u>Hourly Rate at 1/1/16</u>	<u>Salary</u>	<u>Medical</u>
Premium Pay	10.59%	162,518.04		10.59%	164,955.81		10.59%	167,430.15	
Shift Differential	2.10%	32,227.37		2.10%	32,710.78		2.10%	33,201.45	
Social Security	6.20%	107,221.70		6.20%	108,830.02		6.20%	110,462.47	
Medicare	1.45%	25,076.04		1.45%	25,452.18		1.45%	25,833.97	
Pension		106,234.00			111,546.00			117,123.00	
Medical		598,862.40			652,752.80			711,497.60	
Projected Payroll Costs		<u>2,566,776.36</u>			<u>2,653,903.96</u>			<u>2,746,569.84</u>	

SEIU Salary is hourly rate, times 1040 hours for first six months and hourly rate times 1040, times 1.015%, for the last six months

Non-Bargaining Salary is hourly rate times 2080 hours

For Premium Pay and Shift Differential, I used the percentage as calculated in the 2013 Budget

Social Security and Medicare percentage was kept the same as prior year

For Pension, used 106,234, a 5% increased over the amount in the 2013 Budget of 101,175, per Mike

For Medical used 18,258 for SEIU and 18,258 for Non-Bargaining, per Debi, 9% increase over 2013

Section 5.4 Staffing Levels

The Communications Center is under the direction of the Allentown Police Department Assistant Chief Daniel E. Warg, and Superintendent Michael Hilbert.

The center is currently staffed with six supervisors including one Training Coordinator and 24 dispatchers. Although levels may vary, every attempt is made to staff the communications center with five dispatchers and a shift supervisor at all times, especially during heavier workload periods. Minimum staffing for the center is four/five dispatchers and a supervisor.

Four shift supervisors rotate on a six on/two off basis working various shifts. The fifth supervisor has duties which include scheduling for the entire staff, special projects, and filling in for the other on-shift supervisors when required (vacations, personal holidays, sick time, etc.). The sixth supervisor is assigned as the Training Coordinator whose duties include, but are not limited to training, quality assurance, and filling in for the other supervisors as needed.

Each dispatcher, according to seniority, is given the choice of an established schedule totaling a 40-hour work week in compliance with federal laws and the SEIU contract. The shifts are based on a set of fixed shifts working as follows:

- * Eight Dispatchers work straight day shift
- * Six Dispatchers work straight middle shift
- * Eight Dispatchers work straight night shift

6.1. Training Requirements/Training Policies

City of Allentown 9-1-1 Dispatcher Training Program Outline

The following provides a training standard for each dispatcher-trainee hired by the City's 9-1-1 Communications Center. The program incorporates classroom training, directly supervised mentored training, and hands-on experiences. Each trainee begins with call-taker training and progresses through the dispatching section of the training program.

The training program is based upon training of no less than 720 (90 days) hours of training. The training period may be extended up to, but by no more than 1080 (135 days) hours of training. Training consists of eight-hour days, broken down between classroom/hands-on training sessions, off-site certification (EMD and CPR) programs, and directly supervised mentored training.

Dispatcher-trainees will progress through the training program based upon their level of performance and pace. Benchmarks of success are incorporated into daily evaluations. Failure to meet the benchmarked standards will result in a review of the overall performance of the dispatcher-trainee, and may result in cessation of training for that particular dispatcher-trainee.

1) Call-Taker Training Requirements (240 hours)

- a. Telephone Techniques/ Vesta Pallas System
- b. Crisis Call Taking
- c. Incident Specific Information
- d. Interrogation Skills
- e. Prioritization of Calls
- f. Non-English Speaking Calls
- g. TTD/TTY Calls
- h. Abandoned 9-1-1/Silent 9-1-1 Calls
- i. Roles/Responsibilities of the Call Taker
- j. Interpersonal Skills/Stress Management
- k. 9-1-1 Center Terminology
- l. Verification Skills/Processes
- m. Use of 9-1-1 Center Equipment
- n. 9-1-1 Documentation Skills
- o. Local Geography
- p. PSSI Response CAD
- q. PSSI CAD Mapping Software
- r. Maestro Radio Console
- s. AISLE (Allentown Information Systems Law Enforcement) Database
- t. Local Union/Work Rules
- u. Mentored Call Taking / Call Entry
- v. Public Surveillance Camera Operation / Policy
- w. Allentown Parking Authority Operation / Policy
- x. Police Records Management (ICIS)

2) Emergency Dispatcher Training Requirements (480 hours)

EMS Dispatcher Training (120 hours)

- a. EMS Safety Issues

- b. EMS Terminology
- c. EMS Dispatching Protocol
- d. CPR Certification
- e. Emergency Medical Dispatch Training and Certification
- f. 9-1-1 Center Record Requirements
- g. EMS Incident Specifics
- h. EMS MCI Training
- i. Mentored EMS Dispatching

Fire Dispatcher Training (120 hours)

- a. Fire Safety Issues
- b. Fire Terminology
- c. Fire Dispatching Protocols
- d. 9-1-1 Center Record Requirements
- e. Fire Incident Specifics
- f. Fire Station Familiarization
- g. Fire Records Management (EMBRs)
- h. Mentored Fire Dispatching

Police Dispatcher Training (240 hours)

- a. Police Safety Issues
- b. Police Terminology
- c. Police Dispatching Protocols
- d. 9-1-1 Center Record Requirements
- e. CLEAN/NCIC Training and Certification
- f. Police Incident Specifics
- g. Mentored Police Dispatching

3) National Information Management System (NIMS) Training / Certification (32 hours)

- a. IS 100
- b. IS 400
- c. IS 700
- d. IS 800

4. Parking Authority Dispatch (32 hours)

- a. Parking Authority Safety Issues
- b. Dispatch Protocols

5. City Camera System (10 hours)

- a. Operational Protocols
- b. Monitoring / Reporting

Required Call-Taker Training Hours:

Call-Taker Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed – Commonwealth Regulations Require a Minimum of 104 Hours of Training

CALL-TAKER TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Telephone Techniques	8
Crisis Call-Taking	8
Incident Specific Information	40
Interrogation Skills	12
Prioritization of Calls	12
Non-English Speaking Calls	8
Text Telephone for the Deaf (TTD)	4
Hearing and Speech Impaired (TTY)	2
Abandoned 9-1-1 Calls	2
Silent 9-1-1 Calls	2
Roles and Responsibilities of the Call-Taker	16
Interpersonal Skills and Stress Management	8
9-1-1 Center Technology	8
Verification Skills	8
Use of 9-1-1 Center Equipment	40
9-1-1 Center Documentation Skills	8
Geography of 9-1-1 Center Service Area	32
Other Material Considered Necessary by the Instructor	12
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	230

Additional Call-Taker Training Topics

Instructions: Enter Each Additional Training Topic Not Included in the Above Section Plus the Hours Dedicated Per Topic	
LIST ADDITIONAL CALL-TAKING TOPICS NOT REQUIRED BY COMMONWEALTH REGULATIONS:	LIST ADDITIONAL HOURS
Work Rules / Union Rules	2
Allentown Parking Authority	2
Allentown Animal Control Officer	2
Police / Fire RMS	4
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	10

Total Call-Taker Training Hours

REQUIRED AND ADDITIONAL CALL-TAKING TRAINING TOPICS SUMMARY:	LIST ADDITIONAL HOURS
Total Required Call-Taking Training Hours (auto-calculates when previewed)	
Total Additional Call-Taking Training Hours (auto-calculates when previewed)	
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	

Required Radio/Supervisor/Emergency Management Training Hours:

Police Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 32 Hours of Training

POLICE RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Police Safety Issues	8
Police Terminology	8
Police Dispatch Protocols	16
9-1-1 Center Record Requirements	4
Police Dispatching Incident Specifics	16
CLEAN/NCIC Orientation	8
Other Material Considered Necessary by the Instructor	180
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	240

Fire Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 16 Hours of Training

FIRE RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
Fire Safety Issues	8
Fire Terminology	8
Fire Dispatch Protocols	16
9-1-1 Center Record Requirements	4
Fire Dispatching Incident Specifics	16

Other Material Considered Necessary by the Instructor	68
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	120

EMS Radio Dispatch Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 16 Hours of Training

EMS RADIO TRAINING COURSE TO INCLUDE THE FOLLOWING RELATED TOPICS:	LIST HOURS
EMS Safety Issues	8
EMS Terminology	8
EMS Dispatch Protocols	16
EMD (Emergency Medical Dispatch)	40
9-1-1 Center Record Requirements	4
EMS Dispatching Incident Specifics	16
Other Material Considered Necessary by the Instructor	28
TOTAL HOURS FOR TOPICS LISTED ABOVE (auto-calculates when previewed):	120

Supervisor Certification Training Guidelines

Instructions: List Amount of Training Hours for Each Topic Listed - Commonwealth Regulations Require a Minimum of 40 Hours of Training

SUPERVISORY TRAINING COURSE TO INCLUDE THE FOLLOWING REQUIRED TOPICS:	LIST HOURS
EMA Safety Issues	4
Principal Technical Support Numbers	4
Resource Locations	2

6.2. Quality Assurance Program

9-1-1 Quality Assurance Program

SCOPE: To provide a quality control program in accordance with PEMA standards.

PROCESS: Each of the six communications center supervisors will be randomly assigned three or four 9-1-1 telecommunicators to review each month. Each telecommunicator will have ten to fifteen calls reviewed each month. Each call will be reviewed to ensure compliance with the quality assurance review standards set forth by 120d.105.

- 1. Answers the telephone quickly and correctly (within ten seconds of the call, 90% of the time)*
- 2. Asks and verifies the location of the incident or emergency.*
- 3. Obtains the callback phone number from the person making the call.*
- 4. Determines the nature of the incident or emergency and selects and assigns the appropriate response to the incident.*
- 5. Accomplishes the above tasks quickly and effectively (within 60 seconds of the receipt of the phone call, 90% of the time)*
- 6. Obtains all pertinent information and makes updates accordingly and keeps the caller on the line until all required information is obtained.*
- 7. Controls the conversation with the caller, explains all possible emergency actions, and employs calming techniques when required.*
- 8. Exhibits a calm and professional demeanor at all times and acts in a courteous and tactful manner.*
- 9. Demonstrates proper documentation of all information received on call-taker screens and/or cards.*

All calls, whether voice or TDD/TTY, will be reviewed in the same manner. The quality assurance reviewer shall complete a review form for each quality assurance review. Should a review reveal a deficiency, the reviewer may require the telecommunicator to take additional training courses or instruction, or be subject to disciplinary or other personnel actions deemed appropriate by the 9-1-1 communications center supervisor or reviewer. All incidents involving catastrophic loss shall be included in the quality assurance review process.

At least two percent of all 9-1-1 calls received by the communications center will be reviewed.

Section 7.1.1 Description of Current Addressing (MSAG)

The City of Allentown, through its internal GIS and Engineering Departments, is 100% addressed. All address are in a format that includes house number, directional, street name, and thoroughfare information with a minimum of 97% accuracy.

Section 7.1.2.a PA VZ Access Lines 2013

911 Verizon Access Line Summary - 2013 Data

Allentown

Verizon Confidential Information - Not For Public Disclosure

Section 7.1.3 List of Counties and Facilities Connected to PSAP by Tie Lines

Using the checklist below, or uploading similar information from your existing plan, please list the type and name of entities that your PSAP is connected to by means of “hot” ring-down circuit(s), CENTREX, etc.

TYPE	FACILITY NAME
Hospital #1	
Other PSAP #1	Lehigh County
Other PSAP #2	City of Bethlehem
Other PSAP #3	Northampton County
State Police #1	
Nuclear Power Plant	
List Others	Lehigh County Prison

Section 7.1.4 Participating Telephone Companies

The following is a list of telephone providers currently remitting E9-1-1 contributions to the City of Allentown.

Access Point
Telecommunications
ACN Communication Services
Atlantax Systems, Inc.
AT & T Communications of PA
BCN Telecom, Inc.
Broadview Networks, Inc.
Broadwing Communications
BullsEye Telecom
Cavalier Telephone Mid-Atlantic
Choice One Communications
CTC Communications
CTSI
Cypress Communications
Global Crossing Telemanagement, Inc.
Granite Telecommunications
IDT Domestic Telecom
Ironton Telephone
LEVEL 3
COMMUNICATIONS
Line Systems, Inc.
Magellan Hill Technologies,
LLC
Matrix Telecom, Inc.
McGraw Communications
MCImetro Access (Formerly Worldcom)
Metropolitan
Telecommunications
Mitel NetSolutions Inc.
Netcarrier
New Horizons
PAETEC
PNG Telecommunications
Quantum Shift Communications
RCN Telecom Services
Service Electric
Spectrotel, Inc.

TCG Del. Valley – NJ
TCG Pittsburgh
Teleport Communications
TelCove of Eastern PA
Trans National Communications
US LEC
Verizon
Windstream Communications
XO Communications

Section 7.1.5. Trunking Requirements

Central Office Location	Total Access Lines	Present End Office Trunking	Recommended End Office Trunking	CCS Load
ALLENTOWN	12,984	5	3	4.38
BALA CYNWYD	2		2	.0007
BETHLEHEM	39	5	2	.01
CHESTER B	4		2	.0013
EASTON	2		2	.0007
HELLERTOWN	5		2	.0017
KENNET SQUARE	2		2	.0007
KING OF PRUSSIA	5		2	.0017
KUHNSVILLE	565		2	.19
MOUNTAINVILLE	3,396		2	1.15
NORRISTOWN	2		2	.0007
READING	10		2	.0034

Section 7.1.6

2012 Call Volume

Total Calls	228,940
Total Admin Calls	117,533
Total 9-1-1 Calls	111,407
Total Wireless 9-1-1 Calls	89,113
Total Wireline 9-1-1 Calls	22,294
Wireless Percentage	80%

**** The City of Allentown utilizes the Cassidian MagIC call accounting software to Maintain their call volume statistics**

Section 7.2.1 Radio System Description

The City currently utilizes an Ericsson (MA/Com) EDACs 800 MHz trunked radio system for all voice communications. The system is composed of a single site with nine redundant channels. Hard patches to three VHF conventional transmitters and six VHF and UHF control stations provide interoperability with outside police, fire and EMS agencies. The Communications Center also uses the Ericsson (MA/Com) Maestro dispatch consoles. This PC-based system provides dispatch personnel with access to all radio talk groups, conventional interfaces, and station alerting functions. The console and radio systems were upgraded in 2012 with encryption for police traffic only. During this upgrade, new Police and EMS subscriber units were purchased which were P25 capable. This was done to allow for equipment reuse during any future upgrade to a fully P25 compliant radio system.

City of Allentown
FCC License List

Update: May 1st, 2013

FRN: 0003233327

Call Sign	Application	Expires	Narrow Banded	Notes
WPJK416	800mhz Radio System	7/8/2021	N/A	
KGB326	Conventional VHF P1-P2	3/20/2022	YES	Narrow Banded
KJF909	Conventional VHF P3	7/24/2015	YES	Narrow Banded
WQEI1533	4.9 Interop	2/3/2016	N/A	
WPCY919	EMS VRS	8/18/2013	Yes	
WPNI923	Water -Meter Readers	11/14/2022	N/A	
WQNC620	AFD -Bomb Robot	12/15/2020	N/A	
WQNE908	AFD -Bomb Robot	1/13/2021	N/A	

PUBLIC SAFETY EMERGENCY
TELEPHONE ACT PROGRAM
OF THE
CITY OF ALLENTOWN, PENNSYLVANIA

REPORT TO CITY COUNCIL

SEPTEMBER 27, 2010

Reinsel Kuntz Leshner LLP

Certified Public Accountants and Consultants

1330 Broadcasting Road
P.O. Box 7008
Wyomissing, PA 19610-6008
Phone 610.376.1595
Fax 610.376.7340
www.rklcpa.com
Reading • Lancaster • Harrisburg

The Honorable Mayor, President of City
Council and Members of City Council
City of Allentown
Allentown, Pennsylvania

We are pleased to present this report related to our audit of the financial statements and compliance of the Public Safety Emergency Telephone Act Program of the City of Allentown, Pennsylvania, for the years ended December 31, 2009, 2008 and 2007. This report summarizes certain matters required by professional standards to be communicated to you in your oversight responsibility for the City of Allentown's financial and compliance reporting process.

This report is intended solely for the information and use of the Honorable Mayor, President of City Council, Members of Council and management and is not intended to be and should not be used by anyone other than these specified parties. It will be our pleasure to respond to any questions you have regarding this report. We appreciate the opportunity to continue to be of service to the City of Allentown.

Reinsel Kuntz Leshner LLP

Wyomissing, Pennsylvania
September 27, 2010

Fresh thinking. Solid solutions.

C O N T E N T S

MATTERS TO BE COMMUNICATED

- Required communications
- Summary of recorded audit adjustments

**CERTAIN WRITTEN COMMUNICATIONS BETWEEN
MANAGEMENT AND OUR FIRM**

- Representation letter
- Management letter

**PUBLIC SAFETY EMERGENCY TELEPHONE ACT PROGRAM
OF THE CITY OF ALLENTOWN, PENNSYLVANIA**

**Summary of Recorded Audit Adjustments
Year Ended December 31**

<u>Line Description</u>	<u>Original</u>	<u>2007 Adjustment</u>	<u>Report</u>	<u>Original</u>	<u>2008 Adjustment</u>	<u>Report</u>	<u>Original</u>	<u>2009 Adjustment</u>	<u>Report</u>
Wireline Revenue	\$1,057,501.19	\$ (42,713.37)	\$1,014,787.82	\$ 988,837.22	\$ (5,566.34)	\$ 983,270.88	\$ 925,518.19	\$ (4,572.59)	\$ 920,945.60
VoIP Revenue	-	-	-	-	-	-	6,032.52	662.55	6,695.07
Eligible Salary/Benefits/Training									
Wireline	740,250.83	(29,899.83)	710,351.00	692,186.05	(3,896.43)	688,289.62	647,862.73	13,114.45	660,977.18
Wireless	768,647.28	(136,014.68)	632,632.60	638,051.58	(33,909.54)	604,142.04	861,451.39	156,238.01	1,017,689.40
Administration Expense	10,575.01	(427.13)	10,147.88	9,888.37	(55.66)	9,832.71	9,255.18	(45.72)	9,209.46

**CERTAIN WRITTEN COMMUNICATIONS BETWEEN
MANAGEMENT AND OUR FIRM**

Discover
the city
Allentown

September 27, 2010

Reinsel Kuntz Leshar LLP
1330 Broadcasting Road
P.O. Box 7008
Wyomissing, PA 19610

In connection with your audit of the statements of revenues and expenditures and changes in fund balances – regulatory basis of the Public Safety Emergency Telephone Act Program of the City of Allentown (the "City") for the years ended December 31, 2009, 2008, and 2007, we confirm, that we are responsible for the fair presentation in the financial statements in accordance with the City's accounting policies consistently applied.

We confirm, to the best of our knowledge and belief, the following representations made to you during your audit.

1. The program's financial statements referred to above are fairly presented in conformity with the cash basis of accounting as described in Note 1 to the financial statements.
2. We have made available to you:
 - a. All financial records and related data of the Program in existence at any time during the period covered by your audit.
 - b. All minutes of the meetings of the governing board and committees of board members or summaries of actions of recent meetings for which minutes have not yet been prepared.
3. We have no knowledge of fraud or suspected fraud affecting the entity's program involving:
 - a. Management or employees who have significant roles in the internal control.
 - b. Others where the fraud could have a material effect on the program financial statements.



4. We acknowledge our responsibility for the design and implementation of programs and controls to provide reasonable assurance that fraud is prevented and detected.
5. We have no knowledge of any allegations of fraud or suspected fraud affecting Program received in communications from employees, former employees, analysts, regulators, short sellers or others.
6. We are aware of no significant deficiencies, including material weaknesses, in the design or operation of internal controls that could adversely affect the entity's ability to record, process, summarize and report financial data.
7. There have been no communications from regulatory agencies concerning noncompliance with, or deficiencies in, financial reporting practices.
8. There are no:
 - a. Material transactions that have not been properly recorded in the accounting records underlying the financial statements.
 - b. Violations or possible violations of laws or regulations whose effects should be considered for disclosure in the financial statements or as a basis for recording a loss contingency. In that regard, we specifically represent that we have not been designated as, or alleged to be, a "potentially responsible party" by the Federal Environmental Protection Agency or any equivalent state agencies in connection with any environmental contamination.
 - c. Other material liabilities or gain or loss contingencies that are required to be accrued or disclosed by FASB ASC 450 and/or GASB Statement No. 10.
 - d. Guarantees, whether written or oral, under which the Government is contingently liable.
 - e. Security agreements in effect.
9. We are not aware of any pending or threatened litigation, claims, or assessments that are required to be accrued or disclosed in the financial statements in accordance with FASB ASC 450 and/or GASB Statement No. 10 and we have not consulted a lawyer concerning litigation claims or assessments.
10. The Program has satisfactory title to all owned assets.
11. We have complied with all aspects of contractual agreements that would have a material effect on the program financial statements in the event of noncompliance.

In connection with your audit, conducted in accordance with Government Auditing Standards, we confirm:

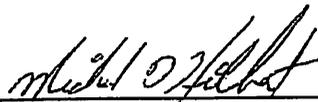
12. We are responsible for:
 - a. Compliance with the laws, regulations, and provisions of contracts and grant agreements applicable to the Public Safety Emergency Telephone Act Program.
 - b. Establishing and maintaining effective internal control over financial reporting.
13. We have identified and disclosed to you all laws, regulations, and provisions of contracts and grant agreements that have a direct and material effect on the determinations of financial statement amounts or other financial data significant to audit objectives.
14. We have a process to track the status of audit findings and recommendations.

No events or transactions other than those disclosed in the program's financial statements have occurred subsequent to the statement date that would require adjustment to, or disclosure in, the financial statements.

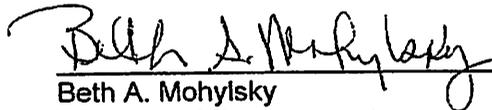
During the course of your audit, you may have accumulated records containing data which should be reflected in our books and records. All such data have been so reflected. Accordingly, copies of such records in your possession are no longer needed by us.

Management reviewed, approved and asserted their responsibility for the final draft financial statements.

CITY OF ALLENTOWN



Michael D. Hilbert
Superintendent of Communications



Beth A. Mohylsky
Manager of Treasury and
Accounting Operations

PUBLIC SAFETY EMERGENCY
TELEPHONE ACT PROGRAM
OF THE
CITY OF ALLENTOWN, PENNSYLVANIA

MANAGEMENT LETTER

DECEMBER 31, 2009

To the Honorable Mayor, President of City
Council and Members of City Council
City of Allentown
Allentown, Pennsylvania

This letter includes comments and suggestions with respect to matters that came to our attention in connection with our audit of the financial statements of the Public Safety Emergency Telephone Act Program (the "Program") of the City of Allentown (the "City") for the years ended December 31, 2009, 2008 and 2007. These items are offered as constructive suggestions to be considered part of the ongoing process of modifying and improving the City's practices and procedures.

WIRELESS REVENUE ELIGIBLE COST CALCULATION

Both the Wireline and Wireless Pennsylvania Emergency Management Agency (PEMA) funding streams have statutory limitations on eligible expenditures.

We noted inconsistencies in the calculation of eligible salaries/benefits/training costs funded through the Wireless (PEMA) funding stream.

Wireless funding is approved by PEMA based on the City's budget request.

PEMA, on a regular basis, allocates additional funds for expenditures not funded in prior year funding requests.

The General Fund makes an annual allocation to the 911 Fund to subsidize the salary/benefit/training costs that exceed the Wireline and Wireless funding caps.

Recommendations:

- The City should clarify with PEMA the proper application of the wireless funding allocation to be consistent with current regulations.
- Reconcile the expenditures reports submitted to PEMA with the financial data used to calculate the General Fund's subsidy of unreimbursed salary/benefit/training costs.

FUND BALANCE SEGREGATION

All funds received from Wireline and Wireless revenue sources are restricted for costs eligible under the Public Safety Emergency Telephone Act.

A portion of the PEMA funding received by the City, earmarked for certain operating expenditure, was not utilized and is considered restricted.

Expenditures allocated to the Wireline revenue source have exceeded revenue, resulting in a deficit.

Recommendation:

- A reconciliation of the E-911 Fund balance by funding type should be completed.
- The City's Annual Financial Reports should reflect "restricted" and "deficit" fund balances of the separate revenue streams.

WIRELINER NEGATIVE FUND BALANCE

Currently, a calculation is made to determine the portion of salaries/benefits/training costs that is not funded by the two revenue sources.

Operating and other expenditures allocated to the Wireline revenue stream have exceeded current revenue. In addition, a portion of a capital expenditure from a prior year still remains unfunded.

The Wireline revenue stream has declined over the past three years.

Recommendations:

- Determine whether projected revenue is sufficient to cover the deficit and future operating costs.
- Determine whether how the City's General Fund subsidize the unfunded costs.

This letter is intended solely for the information and use of the Honorable Mayor, President of City Council, Members of City Council, management and others within the City and the Pennsylvania Emergency Management Agency and is not intended to be and should not be used by anyone other than these specified parties. We appreciate serving the City of Allentown and would be happy to assist you in addressing and implementing any of the suggestions in this letter.

Rainald Kuntz Lesher LLP

Wyomissing, Pennsylvania
September 27, 2010

8.2. Copies of Contracts, Agreements & Receipts for Equipment.

This section provides copies of contracts, agreements and receipts for equipment and services in support of the City of Allentown's PSAP operations.

These agreements are:

CAD Software, AVL, and Geo Server Maintenance	-	Page 2
Stratus CAD Server Hardware Maintenance	-	Page 4
Dell Message Switch Maintenance	-	Page 5
Power Edge Message Switch Replacement	-	Page 6
PSSI CAD Server Replacement	-	Page 9
CAD Work/Map Station Replacement	-	Page 12
NetMotion Mobile VPN Maintenance	-	Page 17
TuWay Communications Cassidian Maintenance	-	Page 18
KOVA Corp Logging Recorder Maintenance	-	Page 19
TuWay Communications Logging Recorder Replacement	-	Page 24
Service Electric ESINET Backhaul	-	Page 26
Electronic Environments UPS Maintenance	-	Page 27
Electronic Environments Battery Cabinet	-	Page 32
Electronic Environments Battery Replacement	-	Page 41
Electronic Environments UPS Replacement	-	Page 43
Electronic Environments UPS/AC Maintenance Comm. Center	-	Page 52
Electronic Environments Generator Replacement	-	Page 69
Verizon VoIP Trunks	-	Page 72
PSSI Pro QA Software Upgrade	-	Page 73
Priority Dispatch Maintenance	-	Page 75
Radio Server Replacement	-	Page 76
Harris Maintenance	-	Page 81
P25 Radio System Upgrade	-	Page 83
CR Solutions Console Replacement	-	Page 96
IC Industrial Communications	-	Page 116
Spectracom, Netclock Upgrade	-	Page 119
L.R. Kimball Consulting	-	Page 121

8.3 City/County 9-1-1 Financial Information

The City of Allentown has established a System of Accounts for the receipt and disbursements of all revenues received and expenditures incurred as related to the City of Allentown's 911 Plan in accordance with Chapter 53 Title 35.

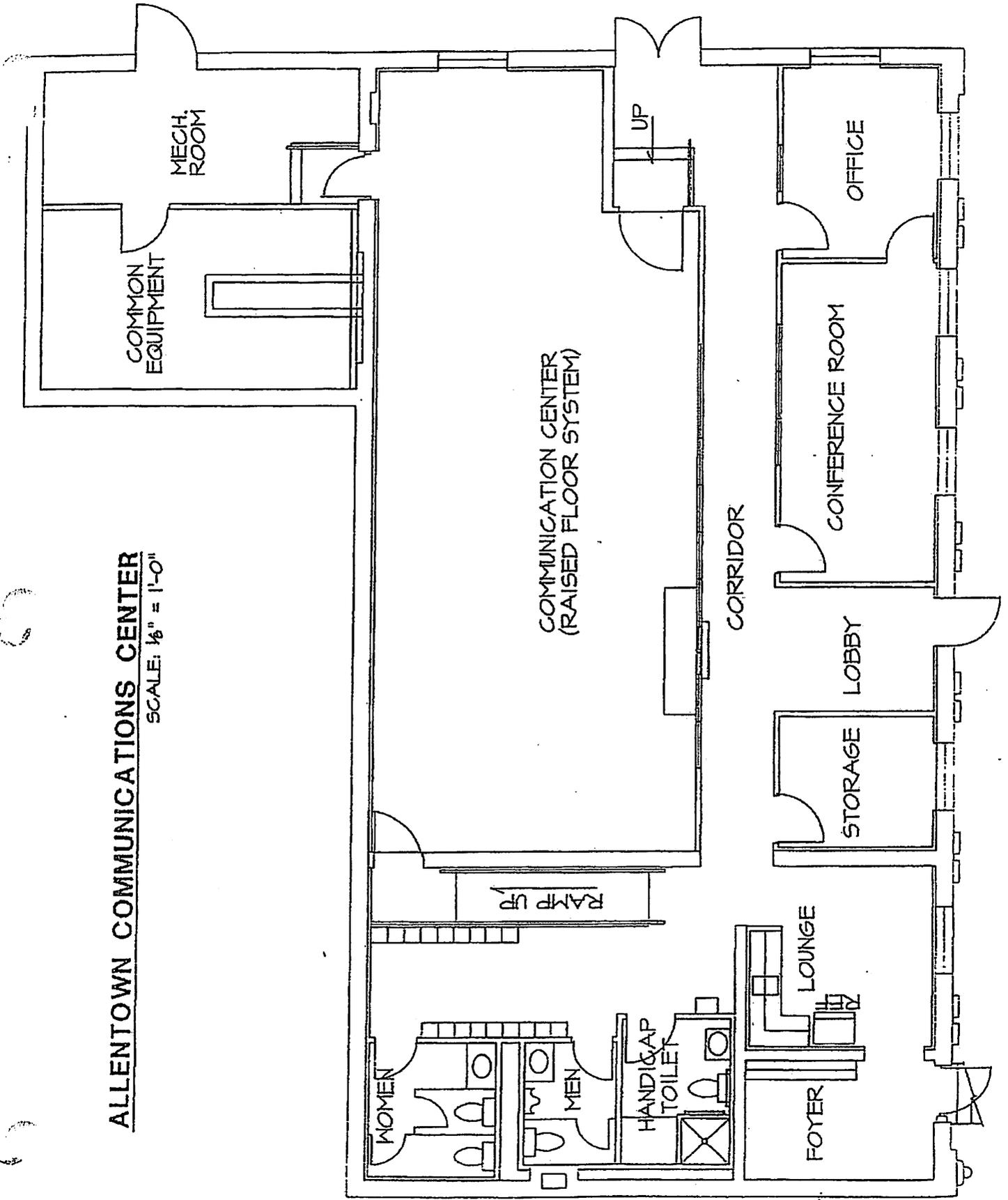
The City of Allentown Treasurer deposits the moneys received from the Public Safety Emergency Telephone Act (9-1-1) Fees in an interest restricted account in accordance with *PA Code 4 sect. 120b. 110 (f), 120b. 111(a); Chapter 53 of Title 35 sect. 5307 (c)*.

Michael Hilbert, 9-1-1 Coordinator for the City of Allentown, prepares the budget for the Public Safety Emergency Telephone Act with the assistance of staff members and the Treasury Department. The proposed budget is reviewed and approved at the Department and Administration levels. Final budget approval comes from City Council.

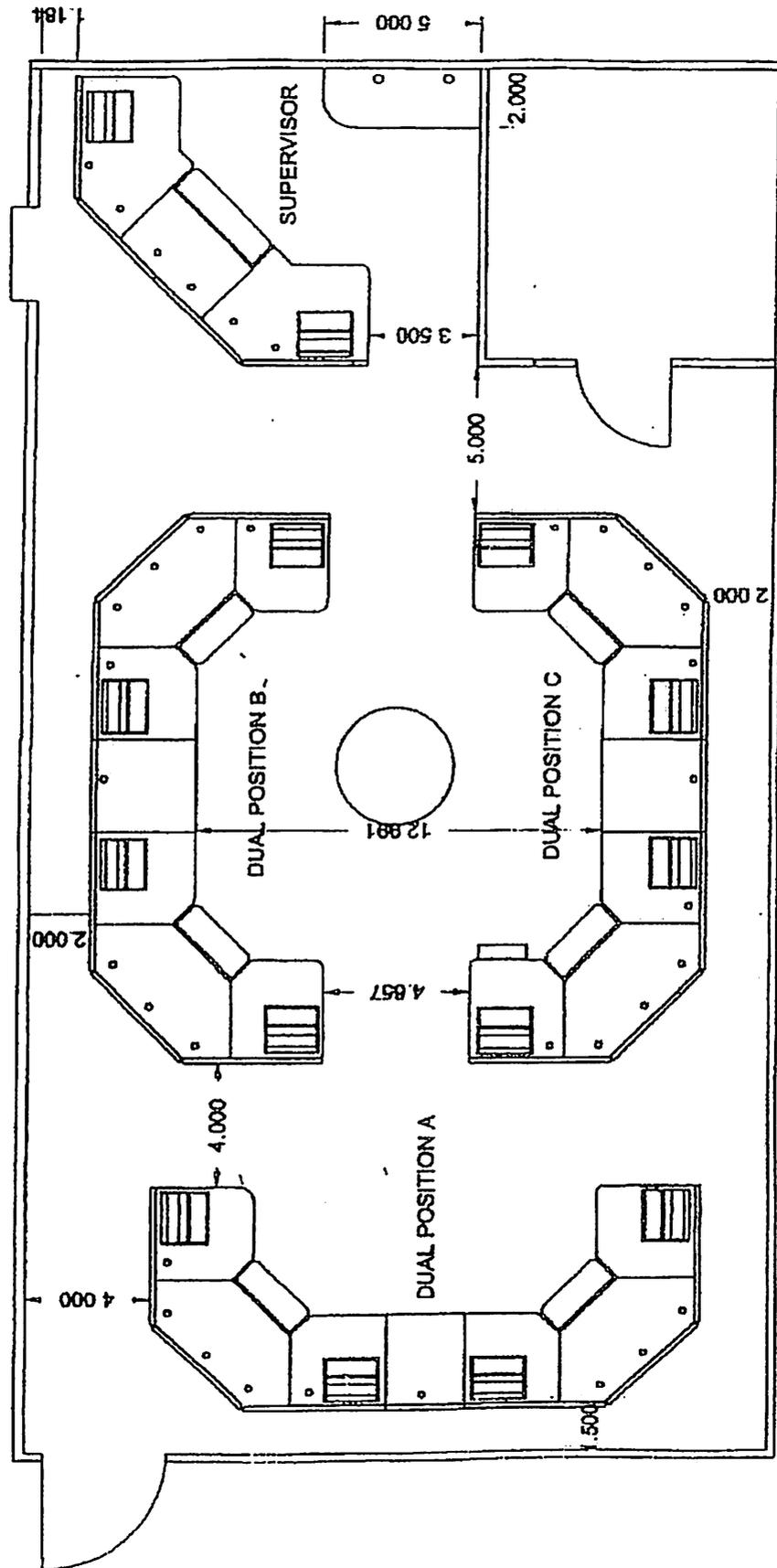
The 9-1-1 Coordinator, Michael Hilbert, and the administrative staff of the 9-1-1 Center, control the expenditures from the Public Safety Emergency Telephone Act.

ALLENTOWN COMMUNICATIONS CENTER

SCALE: 1/8" = 1'-0"



City of Allentown
Allentown 9-1-1: Center
Detail Layout



SUPPLEMENTAL INFORMATION

<p>1. Identify the 911 coordinator:</p> <ul style="list-style-type: none"> A. Michael D. Hilbert B. 1304 Fairview Street, Allentown, PA 18102 C. 610-437-7771 	
<p>2. Identify the public safety answering point(s):</p> <ul style="list-style-type: none"> A. City of Allentown Bureau of Communications B. 1304 Fairview Street, Allentown, PA 18102 	
<p>3. Identify the dispatch center(s) to be supported:</p> <ul style="list-style-type: none"> A. (Same as Section 2.) B. (Address) C. Dispatch center coordinator name and telephone number location. D. Services dispatched from these locations. (Add additional pages as necessary) 	
<p>4. Total Number of tie lines in place:</p>	See Section 7.1.3.
<p>A. Identify the tie line facility by:</p> <ul style="list-style-type: none"> 1. (Name) 2. (Address) 3. (Coordinator Name and Telephone Number) 1. (Name) 2. (Address) 3. (Coordinator Name and Telephone Number) 4. Total Number of exchanges within the service area: 5. Total Number of central offices within the service area: 6. Total number of proposed 911 lines: 7. Mutual aid agreements in place with surrounding comparable jurisdiction? (Attach copies of county agreements only) 	<p>Same as #2</p> <p>17</p> <p>2</p> <p>16</p> <p>See Section 3.2</p>
<p>B. 1. Identify the number of 911 lines assigned to each exchange or central office:</p> <div style="text-align: right; margin-left: 100px;"> Alnt: 4 Wireline 4 Wireless Beth: 4 Wireline 4 Wireless </div> <ul style="list-style-type: none"> 2. Total number of telephone lines to be billed for 911 service: 3. Population of the proposed 911 service area: 4. Number of PSAP's now in existence within the service area: 5. Proposed number of PSAP's: <div style="text-align: right; margin-left: 100px;"> Year 1 Year 2 Year 3 </div> 	<p>45,579</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>
<p>C. Identify all dispatch centers within the service area:</p> <ul style="list-style-type: none"> 1. (Name) 2. (Address) 3. Service dispatch 4. Service area serviced 5. Population served (From most recent Census - List Year _____) 6. Proposed Number of Dispatch Centers: <div style="text-align: right; margin-left: 100px;"> Year 1 Year 2 Year 3 </div> 	<p>Same as #2</p> <p>118,032</p> <p>1</p> <p>1</p> <p>1</p>

<p>D. Backup electrical generator (required):</p> <ol style="list-style-type: none"> 1. Size: 2. Output in KVA: 3. Is a full service capable for a 14-day support available? 4. Total PSAP electrical load requirements (to include air conditioning). 5. Minimum test under load - 1 hour per week operating logs must be retained for a period of 36 months: 6. PSAP electrical supply needed to provide essential supply to include air conditioning: (output in KVA) 7. Is generator part of this application? 8. If yes, list cost: 	<p>PAGE 1 (continued)</p> <p>See Section 2.2. 120/208V 37KW 46 KVA 7 Day on Site 31.5 KVA</p> <p>Comply</p> <p>31.5 KVA</p> <p>No</p>
<p>E.</p> <ol style="list-style-type: none"> 1. Identify the number of proposed 911 operators to be employed: 2. Identify the number of supervisory personnel assigned to 911: 3. Submit a staffing pattern identifying all those positions directly supporting 911. Include title where applicable. 4. Submit the proposed number of administrative lines to be employed: 5. Submit the proposed equipment cost <ol style="list-style-type: none"> a. Provide a line item break-out <ol style="list-style-type: none"> 1. Will the primary PSAP operate 24 hours per day, 7 days per week? 2. Has an alternate PSAP been identified? If yes, provide: <ol style="list-style-type: none"> a) (Name) b) (Address) 3. If an alternate PSAP is to be used, provide a description of it's capabilities. (Add additional pages as necessary) 	<p>24 6 See Section 5.1</p> <p>Yes</p> <p>City of Allentown 641 S. 10th St. Allentown, PA</p>
<p>F.</p> <ol style="list-style-type: none"> 1. If proposed, provide the estimated number of addresses not in the ALI database: 2. Identify the alternate system to be used, i.e. grid, 4-digit zip code, etc. 	<p>100% Addressed</p> <p>N/A</p>
<p>G. Attach a drawing to scale the PSAP or PSAP's and associated communications center to include equipment placement.</p>	<p>See Section 9.1.</p>

County Name: City of Allentown
PSAP: Bureau of Communications

SUMMARY WORK SHEET

	TOTAL NON-RECURRING CHARGES (a)	TOTAL ANNUAL RECURRING (b)
A. 911 Telephone Service		
1. 911 Trunks from End C.O. to Tandem C.O. (or Control C.O.)	\$0.00 (A.1.a)	\$2,866.80 (A.1.b)
2. 911 Trunks from PSAP to Tandem Central Office (or Control Central Office)	\$0.00 (A.2.a)	\$12,096.00 (A.2.b)
3. Private Line(s) From Dispatch Center to Emergency Service Provider	\$0.00 (A.3.a)	\$0.00 (A.3.b)
4. Services At PSAP	\$1,848.00 (A.4.a)	\$68,352.12 (A.4.b)
5. Administrative & Emergency Backup Lines	\$0.00 (A.5.a)	\$1,577.40 (A.5.b)
B. PSAP Equipment and CPE	\$3,804,271.81 (B.1.a)	\$220,735.68 (B.1.b)
C. Miscellaneous Costs	\$0.00 (C.1.a)	\$210,919.11 (C.1.b)
D. Personnel Costs		\$2,663,750.05 (D.1.b)
TOTALS	<u>\$3,806,119.81</u>	<u>\$3,180,297.16</u>

CALCULATION OF CONTRIBUTION RATE

1. Total Non-Recurring Charges Per Year (Sum of Column (a) Divided By 3)	\$1,268,706.60	Allowed Amortization Per Year for 3 Years
2. Total Annual Recurring Charges (Sum of Column (b))	\$3,180,297.16	+
3. Total Annual Expense (Line 1 + Line 2)	\$4,449,003.76	
4. Total Number of Access Lines (911 Access Line Summary Report - Adjusted for Centrex)	45,579	
5. Contribution Rate (Line 3÷ Line 4÷12 Months)	8.134235363	Per Access Line Per Month

County Name: City of Allentown
 PSAP: Bureau of Communications

		UNIT CHARGES			
911 TELEPHONE SERVICE RATE ELEMENTS WORKSHEET		QUANTITY	NON-RECURRING	MONTHLY RECURRING	TOTAL ANNUAL RECURRING
A.1	911 Trunks from End C.O. to Tandem C.O. (or Control C.O.) <u>Tandem C.O.</u> <u>Telco Name</u> Allentown Verizon				
	<u>End C.O.</u> <u>Telco Name</u> Allentown Verizon (C.O. Name)				
	911 Trunks (OSP) Facility Groups Terminations	<u>5</u>		\$ 59.78	\$ 717.36
	(C.O. Name) Bethlehem Verizon				
	911 Trunks (OSP) Facility Groups Terminations	<u>5</u>		\$ 179.12	\$ 2,149.44
	(Continue for each C.O. as required)				
	Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxxxx	\$0.00 (A.1.a)	xxxxxxxxxx	
	Total Annual Recurring Charges	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	\$2,866.80 (A.1.b)
A.2.	911 Trunks from PSAP to Tandem Central Office (or Control Central Office) <u>PSAP C.O.</u> <u>Telco Name</u> Allentown Verizon (Show 911 Trunks, Facility Groups, Terminations and any other tariffed items on separate lines)			\$ 1,008.00	\$ 12,096.00
	Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxxxx	\$0.00 (A.2.a)	xxxxxxxxxx	
		xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	\$12,096.00 (A.2.b)

County Name: City of Allentown
PSAP: Allentown Communications Center

		UNIT CHARGES		
911 TELEPHONE SERVICE RATE ELEMENTS WORKSHEET (Continued)	QUANTITY	NON- RECURRING	MONTHLY RECURRING	TOTAL ANNUAL RECURRING
A.3. Private Line(s) From Dispatch Center to Emergency Service Provider				
Name & Location (C.O.) of <u>Emergency Service Provider</u>				
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxxxx	<u>0.00</u> (A.3.a)	xxxxxxxxxx	
Total Annual Recurring Charges	xxxxxxxxxx	xxxxxxxxxxxx	xxxxxxxxxx	<u>0.00</u> (A.3.b)
A.4. Services at PSAP				
Alarm				
ALI	50		\$2,350.00	\$28,200.00
Alternate Routing				
ANI				
Automatic Call Distributor				
Called Party Hold				
Data (Teletype, etc.)				
Default Routing				
Emergency Reporting System Station Lines				
Fixed Transfer				
Forced Disconnect				
Foreign Exchange				
Idle Circuit Tone Application				
Manual Transfer				
PBX				
Private Line				
Radio	12		\$1,668.66	\$20,023.92
Ring Down Circuits			\$246.32	\$2,955.84
Ring back				
Selective Routing	100		\$650.00	\$7,800.00
Selective Transfer				
Special Call Transfer				
Speed Dialing				
Switch hook Status Indication				
List Below Any Other Services at PSAP Included in Proposal:				
Private Line Data Circuits (FDDA)			\$651.32	\$7,815.84
VoIP Trunk Install		\$1,848.00		
Fiber to Main Transmitter Site			\$33.05	\$396.60
Verizon Network Control Modems for Backup Site			\$55.00	\$660.00
Centrex Custom Redirect (NE Lines) SET			\$41.66	\$499.92
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxxxx	<u>1,848.00</u> (A.4.a)	xxxxxxxxxx	

Total Annual Recurring Charges	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	<u>68,352.12</u> (A.4.b.)
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County Name: City of Allentown
PSAP: Bureau of Communications

911 TELEPHONE SERVICE RATE ELEMENTS WORKSHEET (Continued)	UNIT CHARGES			
	QUANTITY	NON-RECURRING	MONTHLY RECURRING	TOTAL ANNUAL RECURRING
A.5. Administrative & Backup Lines (for the provision of 9-1-1 services) NAME OF EXCHANGE				
610-437-7532	1		\$11.95	\$143.40
610-437-7533	1		\$11.95	\$143.40
610-437-7536	1		\$11.95	\$143.40
610-437-7566	1		\$11.95	\$143.40
610-437-7703	1		\$11.95	\$143.40
610-437-7751	1		\$11.95	\$143.40
610-437-7752	1		\$11.95	\$143.40
610-437-8714	1		\$11.95	\$143.40
610-437-8715	1		\$11.95	\$143.40
610-437-8716	1		\$11.95	\$143.40
610-437-8718	1		\$11.95	\$143.40
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxxxxx	\$0.00 (A.5.a)	xxxxxxxxxx	
Total Annual Recurring Charges	xxxxxxxxxx	xxxxxxxxxx	xxxxxxxxxx	\$1,577.40 (A.5.b)

B. PSAP EQUIPMENT AND CUSTOMER PREMISES EQUIPMENT (CPE) RATE ELEMENTS WORKSHEET (to include maintenance costs)

	UNIT CHARGES				
	Owned or Leased	Quantity	Non-Recurring	Monthly Recurring	Total Annual Recurring
B.1 PSAP Equipment and CPE					
ALI Auxiliary & Master Controllers					\$0.00
ALI Display Unit					\$0.00
ANI Auxiliary & Master Controllers					\$0.00
ANI Display & Transfer Unit					\$0.00
Automatic Call Distributor					\$0.00
Computer Aided Dispatch (Software)	Owned			\$3,391.47	\$40,697.64
Computer Support for Dispatch					\$0.00
Consoles	Owned		\$93,831.50		\$0.00
Database					\$0.00
Stand-alone					\$0.00
Third party vendor					\$0.00
Emergency Generator System	Owned		\$31,158.14		\$0.00
GIS					\$0.00
Handsets/Headsets					\$0.00
Key Telephone Systems					\$0.00
Microwave Systems					\$0.00
Other ALI /ANI Equipment					\$0.00
Mapping/Addressing					\$0.00
PBX					\$0.00
Printers					\$0.00
Radio Equipment (fixed, base stations, voters, etc.)			\$3,349,971.00	\$8,239.50	\$98,874.00
Recording Equipment			\$85,497.10	\$814.82	\$9,777.84
Relocation of Equipment	Owned		\$125,000.00		\$0.00
Removal of Equipment					\$0.00
TDD/TTY Equipment					\$0.00
Tower Sites					\$0.00
Maintenance					\$0.00
Construction					\$0.00
Leasing					\$0.00
Uninterruptible Power Source			\$40,850.00		\$0.00
List Below Any Other PSAP Equipment or CPE					
CPE/Sentinal Maintenance				\$5,276.00	\$63,312.00
CAD Server Replacement			\$37,814.07		
CAD Hardware Maintenance				\$672.85	\$8,074.20

CAD Work/Map Station Replacement			\$13,627.00		
VHF Interoperability Equip./Rcvr Upgrade			\$26,523.00		\$0.00
					\$0.00
Total Non-Recurring Charges (Quantity X Unit Non-Recurring)	xxxxxxx	xxxxxxx	<u>\$3,804,271.81</u> (B.1.a)	xxxxxxx	
Total Annual Recurring Charges	xxxxxxx	xxxxxxx	xxxxxxx	xxxxxxx	<u>\$220,735.68</u> (B.1.b)

County Name: City of Allentown
PSAP: Bureau of Communications

C. MISCELLANEOUS COSTS WORKSHEET	TOTAL NON-RECURRING COSTS	TOTAL ANNUAL RECURRING COSTS
C.1. Miscellaneous		
Consulting Fees		\$10,702.76
County Administrative		\$6,836.85
Debt Service		\$175,000.00
Furniture		\$500.00
Office Supplies		\$1,420.44
Telephone Company Administrative		\$13,673.70
List Any Other Miscellaneous Expenses Included in Proposal:		
Language Line		\$2,785.36
Total Miscellaneous Costs	\$0.00 (C.1.a)	\$210,919.11 (C.1.b)

