North Carolina 911 Board
Standards Committee Meeting Agenda
Via Simultaneous Communication
Microsoft Teams Meeting
November 3, 2022
10:00 AM to 12:00 PM

Tab	**Topic**	**Presenter**
1.	Roll Call	Tina Gardner
2.	Executive Director Opening Remarks	Pokey Harris
3.	Chair's Opening Remarks	Donna Wright
4.	Ethics Awareness/Conflict of Interest	Donna Wright
5.	Approval of September 1, 2022, Minutes – *Roll Call Vote*	Tina Gardner
6.	Legal Brief	Amanda Reeder
7.	Technology Update	Tom Rogers
8.	PSAP Assessment Vendor Selection	Donna Wright

9.	Rules and POSAP Review Subcommittee Update – *Roll Call Vote (1)*
	    a. PSAP Assessment Document
	    b. PSAP Corrective Action Plan
	    c. PSAP Assessment Report
		Stephanie Conner/Candy Miller

10.	Classification of PSAPs Subcommittee Update	Christy Shearin
11.	Standards Committee Goals for 2023– *Roll Call Vote*	Donna Wright
12.	Other	Donna Wright
	Adjourn	Donna Wright

Ethics Statement:

In accordance with G.S. 138A-15, it is the duty of every Committee member to avoid both conflicts of interest and potential conflicts of interest.

Does any member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Committee today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

North Carolina 911 Board
Standards Committee Meeting Minutes
Via Simultaneous Communication
Microsoft Teams Meeting
September 1, 2022
10:00 AM to 12:00 PM

Committee Members	Via Phone	Not Present
Donna Wright	☒	
Greg Coltrain		☒
Brian Drew	☒	
Greg Foster	☒	
Candy Miller		☒
Christine Moore	☒	
Christy Shearin		☒
Non-Voting Members		
Gene Booth	☒	
Chad Deese		☒
Stori McIntyre	☒	
Dominick Nutter	☒	
Rodney Pierce		☒
Amy Snider	☒	
Kyle Thaggard	☒	
Staff		
Stephanie Conner	☒	
Greg Dotson	☒	
Kristen Falco	☒	
Tina Gardner		☒
Pokey Harris	☒	
David Newberry	☒	
Amanda Reeder	☒	
Tom Rogers	☒	
Marsha Tapler		☒
Sarah Templeton	☒	
Angie Turbeville	☒	
Guests		
Doug Workman - Cary PD	☒	
Lynn Slycord - Kings Mountain PD	☒	

The meeting convened at 10:03 a.m.

1. **Roll Call -** Sarah Templeton called roll.

2. **Executive Director Opening Remarks -** Pokey Harris thanked the members for time and service to the committee. Ms. Harris advised that after the Standards Committee adjourned, the Rules and PSAP Review subcommittee will continue to do some work.

3. **Chairs Opening Remarks -** Donna Wright thanked everyone for attending the meeting.

4. **Ethics Awareness/Conflicts of Interest -** Ms. Wright read the ethics statement. No conflicts were stated. Amanda Reeder asked that this ethics statement be applied to the Rules and PSAP Review Subcommittee afterward. No conflicts were stated.

5. **Approval of March Minutes -** Ms. Wright reviewed the minutes and no changes were noted. Christine Moore made a motion to accept the minutes of the March 3, 2022, meeting. Brian Drew seconded the motion. Sarah Templeton conducted a roll call vote. The motion passed unanimously for those present to vote.

Committee Members	March 2022 Minutes
Greg Coltrain	NP
Brian Drew	Y
Greg Foster	Not Present for Vote
Candy Miller	NP
Christine Moore	Y
Christy Shearin	NP
Donna Wright	Y

6. **Legal Brief -** Amanda Reeder advised there was nothing more to add to the report shared at the Board meeting last week. Ms. Reeder spoke on the open comment period for Sherriff's Education and Training Standards Commission's proposed rules. Christine Moore advised she had a few people reach out about the Sheriff Standards proposed rules and asked if the rules apply only to those who work under a Sheriff and if would it affects a stand-alone PSAP. Ms. Reeder advised anyone who is regulated by the Sheriff's Education and Training Standards Commission would be affected. Christine Moore thanked Ms. Reeder for the answer.

7. **Technology Update -** Tom Rogers gave a status on the ESInet. Wilkes County migrated Tuesday, August 30, and Northampton County will migrate on November 2. Anson County installed new Viper call handling equipment due to the failure of a primary server for the old equipment. Intrado was very responsive with assistance for this equipment transition. Anson is currently still on CAMA trunks and using new hardware. Ms. Wright asked about the PSAP's backup plan. Ms. Harris advised the PSAP had opted for a 10-digit call to administrative telephones as the backup.

Currently, there are two PSAPs remaining to migrate to the ESInet. All PSAPs have completed the upload of GIS data for i3 readiness. Seymour Johnson AFB has executed a contract with

AT&T for interconnection to the statewide ESInet. While at the PSAP Managers meeting in August, 39 PSAPs expressed interest in SIP admin telephone capabilities. Board staff is working with DIT and AT&T for final determination of costing. Ms. Wright was encouraged by the update and thanked Mr. Rogers.

8. **Rules and PSAP Review Subcommittee Update -** As Candy Miller was unable to attend the meeting today, Ms. Wright asked Stephanie Conner to give an update. Ms. Conner reported the subcommittee had been hard at work and would be meeting this afternoon to revise the Peer Review document. The subcommittee will also be creating a corrective action plan (CAP) template and looking at the site review report to see what revisions need to be made. Vendor presentations occurred yesterday for the PSAP Review IFB. The subcommittee will be moving forward with the selection process and staff will be working with procurement so the vendor can commence work as soon as possible. Ms. Wright asked for any questions; none were heard. Ms. Wright also spoke about the templates that Ms. Reeder and Ms. Harris have created as a response to PSAPs for CAP.

9. **Classification of PSAPs Subcommittee Update -** Ms. Wright discussed the variables for determining PSAP size. The goal of the subcommittee is to properly classify PSAPs and create something that has not been done across the country. North Carolina will be an innovator. Ms. Wright asked if there was any other discussion on this topic. Christine Moore commented it had been challenging to create definitions and try to determine what roles and work volume need to be considered. Members are also discussing other factors to be considered for creation of a definition. Ms. Harris advised the members to also consider NC legislation while trying to create a definition. Ms. Wright expanded on the complexity of making these determinations; this will be a tedious and complex process.

10. **Other Discussion –** No other discussion was held.

Meeting adjourned at 10:29

PSAP Assessment Document

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Please complete the following information about your PSAP. The requested information is based on North Carolina law and rules in the Administrative Code Subchapter 09 NCAC 06C effective July 1, 2016. If more space is needed to provide explanations, please provide an attachment.

GENERAL PSAP INFORMATION

Date of Review:

PSAP Name:

PSAP Responsible Party:

Governing Authority of the PSAP:

PSAP Physical Address:

PSAP Mailing Address:

PSAP Responsible Party Telephone:

PSAP Responsible Party Email Address:

Document Completed By:

Title:

FCC ID: FCC PSAP ID Registry

OPERATIONS

GENERAL PSAP INFORMATION

1. Is the PSAP ESInet Only or Hosted? [(09 NCAC 06C .0211)]

2. If Hosted, please select appropriate Call Handling Equipment.

3. How many emergency telephone devices are in the PSAP? [(09 NCAC 06C .0211)]

4. Is there at least one outgoing only connection or device? [(09 NCAC 06C .0211)]

5. How many administrative lines are in the PSAP? [(09 NCAC 06C .0211)]

6. Does the PSAP have the ability to receive and dispatch calls? [(09 NCAC 06C .0212)]

   This will be an observation of the assessment team.

7. Does the PSAP have sufficient 911 capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year? [(Information obtained from the State Analytics Report via staff, 09 NCAC 06C .0211(b)(3)]

   Received

8. Are there enough Telecommunicators to complete the call taking process for 911 calls? [(Assessment team will review State Data Analytics Report for previous 12 months from staff, 09 NCAC 06C .0208(a)]

   Received

9. How do you provide the operating procedures to the Telecommunicators? [(09 NCAC 06C .0208(d); 09 NCAC 06C .0209(d)]

10. How does the PSAP handle peak workloads? [(09 NCAC 06C .0210(a)]

Computer Aided Dispatch (CAD)

11. Which CAD system does the PSAP use? [(09 NCAC 06C .0213(a)]

12. Does the PSAP's CAD system include data entry, resource recommendations, notification capabilities, availability of emergency response units, and store records before, during and after all calls? [(09 NCAC 06C .0209(c); 09 NCAC 06C .0213)]

13. Can a second call taker workstation complete CAD entry when the first call taker workstation fails? [(09 NCAC 06C .0213(a)(3)(A)]

14. When faults or failures occur, is there a visual and/or audible alarm? [(09 NCAC 06C .0213(a)(4)]

PSAP Assessment Document

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15. Does the PSAP's CAD system recommend units for assignments to calls? [(09 NCAC 06C .0213(f)(1)]

16. Does the PSAP's CAD vendor offer 911 call data exchange with other CAD's and other eligible or ineligible systems such as alarm company interrogation, shot detection, record management systems, etc. [(09 NCAC 06C .0213(e)]

17. Does the PSAP's CAD system ensure the optimum response units are selected? [(09 NCAC 06C .0213(f)(1)(A)]

18. Does the PSAP's CAD system allow the Telecommunicator to override the CAD recommendations for the unit assignment? [(09 NCAC 06C .0213(f)(1)(B)]

Logging Recorder Information

19. Are all incoming phone lines and radio channels recorded? [(09 NCAC 06C .0207(c); 09 NCAC 06C .0211(a)(6)]

20. Does each Telecommunicator workstation have access to instant recall for telephone and radio recordings? [(09 NCAC 06C .0207(c)(2)]

This will be an observation of the assessment team.

21. Are dispatched 911 calls automatically recorded and does each call have a date and time stamp? [(09 NCAC 06C .0207(c)(3)]

This will be an observation of the assessment team.

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Power Information

</div>

22. Are the backup power transfer switching means accessible only to trained and authorized personnel at all times? Example, not accessible to outside personnel or the general public. [(09 NCAC 06C .0210(b)(4)(A) and (b)(8)]

    This will be an observation of the assessment team.

23. Is the UPS annunciated in the operations room? [(09 NCAC 06C .0210(b)(11)(B)]

    This will be an observation of the assessment team.

<div align="center">

Backup PSAP Plan

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24. Does the PSAP have a backup plan approved by local government and by the Board? [(09 NCAC 06C .0206(b)]

25. Provide annual backup plan testing documentation. [(09 NCAC 06C .0205(b); 09 NCAC 06C .0206(b)]
    Received

26. Please show how the failure of the primary dispatch system will not affect the backup dispatch system. Assessment team may obtain this information from the backup plan. [(09 NCAC 06C .0212(c)]
    Received

27. Does the PSAP test all systems at least once per year? Assessment team may obtain this information from the backup plan. [(09 NCAC 06C.0205(b); 09 NCAC 06C .0214)]
    Received

28. Do Telecommunicators who dispatch calls have a backup means to dispatch calls? [(09 NCAC 06C .0212(b)]

29. Provide CEMP and testing documentation, along with certification from the PSAP that testing has been completed in the appointed time frame. Certification should include results and any action plans as a result of testing. [(09 NCAC 06C .0205)]
Received

TECHNICAL INFORMATION

General PSAP Information

30. Where do 911 calls hunt to when all the 911 lines and 911 devices are in use? [(09 NCAC 06C .0211(a)(3)]

31. Is there diverse routing between PSAP's when multiple PSAP's serve the same jurisdiction? (09 NCAC 06C.0211(b)]

32. Are all the equipment and systems synchronized within five (5) seconds of coordinated universal time? [(09 NCAC 06C .0207(b)(2)]

This will be an observation by the assessment team.

33. Is all the equipment accessible for maintenance? [(09 NCAC 06C .0207(a)(4)]

This will be an observation of the assessment team.

34. Are all equipment, software, and services in good working order? [(09 NCAC 06C .0210(a)]

    This will be an observation of the assessment team.

    If No, in progress, or implementing, please explain.

35. Is equipment functional and in good working order? [(09 NCAC 06C .0210(a)]

    This will be an observation of the assessment team.

Computer Aided Dispatch (CAD)

36. Who maintains your CAD hardware? [(09 NCAC 06C .0207(a)]

37. Who maintains your CAD software? [(09 NCAC 06C .0207(a)]

38. Who provides the PSAPs technical support services? [(09 NCAC 06C .0207(a)]

39. Does the PSAP have a CAD that interfaces with the 911 system components? [(09 NCAC 06C .0213(a)(1)]

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40. Does the PSAP's CAD system store records relating to all 911 calls? [(09 NCAC 06C .0213(a)(1); 09 NCAC 06C .0215(d)(3)(A)]

41. Is the CAD system monitored for faults and failures? [(09 NCAC 06C .0213(a)(4)]

42. How is physical and operational security maintained on CAD? [(09 NCAC 06C .0213(c)]

43. Does the PSAP's CAD system have the ability to prioritize all system processes so emergency operations take precedence? [(09 NCAC 06C .0213)(f)(1)(C)]

44. Can the PSAP's CAD detect errors, faults and failures and automatically perform the appropriate reconfigurations and send a notification? [(09 NCAC 06C .0213(f)(1)(2)]

45. When the power fails, will the CAD system reinitialize without the loss of data? [(09 NCAC 06C .0213(f)(1)(3)]

Logging Recorder Information

46. Who maintains your recorder hardware? [(09 NCAC 06C .0207(a)]

47. Who maintains your recorder software? [(09 NCAC 06C .0207(a)]

48. Who provides the PSAP's technical services? [(09 NCAC 06C .0207(a)]

<u>**Console Radio Information**</u>

49. Who maintains your radio hardware? [(09 NCAC 06C .0207(a)]

50. Who provides the PSAP's technical services? [(09 NCAC 06C .0207(a)]

<u>**Emergency Call Processing Equipment**</u>

51. Who maintains your Emergency 911 call processing equipment? If the PSAP is on the Hosted solution, please skip this question. [(09 NCAC 06C .0211(a)(1)]

52. Who provides the PSAP's technical services for Emergency 911 call processing equipment? If the PSAP is on the Hosted solution, please skip this question. [(09 NCAC 06C .0207(a)]

Power Information

53. Does the PSAP have at least two independent and reliable power sources, each of which is adequate for operation of the PSAP? [(09 NCAC 06C .0210(b)]

    This will be an observation of the assessment team.

    If no, please explain how the PSAP plans to supply adequate power for the operations of all functions of the PSAP.

54. What is the primary power source and where is it monitored? [(09 NCAC 06C .0210(b)(2) and (b)(3)]

55. What is the secondary power source and where is it monitored? [(09 NCAC 06C .0210(b)(2) and (b)(4)]

56. Is the transfer to the secondary power source automatic if the primary power source fails? [(09 NCAC 06C .0210(b)(4)(B)]

57. Can the generator provide sufficient power to run the PSAP? [(09 NCAC 06C .0210(b)(5) and (b)(9)]

58. Does the PSAP have a Stored Emergency Power Supply system or battery backup? [(09 NCAC 06C .0210(b)(6)]

59. How is the Stored Emergency Power Supply system monitored? [(09 NCAC 06C .0210(b)(6)(B)]

60. What does the PSAP use to protect communications equipment, computers, etc. from power surges? [(09 NCAC 06C .0210(b)(9)]

61. Is all electronic equipment essential to the operation of the PSAP connected to an isolated ground? [(09 NCAC 06C .0210(b)(10)]

This will be an observation of the assessment team.

62. The assessment team will ensure a UPS system is installed to prevent power surges and provide power for all essential 911 center operations. [(09 NCAC 06C .0210(b)(11)] This will be an observation of the assessment team.

63. Is there a UPS bypass switch? [(09 NCAC 06C .0201(b)(11)(A)]

 This is an observation of the assessment team.

64. How long can the UPS and battery systems provide power? [(09 NCAC 06C .0210(b)(11)(C)]

65. Ensure the generator is installed, fueled, and operating properly. [(09 NCAC 06C .0210(b)(5)]

This is an observation of the assessment team.

Backup PSAP Plan

66. What is the CAD backup method? Assessment team may obtain this information from the backup plan. [(09 NCAC 06C .0213(b)]
Received

67. Does the CAD server have failover? Assessment team may obtain this information from the backup plan. (09 NCAC 06C .0213(a)(3)(A) and (a)(3)(D)]
Received

68. Does the PSAP have reporting systems to track 911 calls and dispatch of 911 calls? [(09 NCAC 06C .0215(d)]

DOCUMENTATION

General PSAP Information

69. Annual 911 call volume from previous calendar year. Data can be obtained from Data Analytics System. [(09 NCAC 06C .0207(d)(2)]
Received

70. Abandoned call volume from previous calendar year. Data can be obtained from Data Analytics System [(09 NCAC 06C .0207(d)(2)]
Received

71. Call time (90/10 Rule) from previous month. Data can be obtained from Data Analytics System. [(09 NCAC 06C .0209(a)]
Received

72. Please show operating procedure that ensures Telecommunicators answer 911 calls before all other non-emergency operations. [(09 NCAC 06C .0208(b) and (c)]
Received

73. Does the PSAP have current written standard operating procedures for Telecommunicators? [(09 NCAC 06C .0208(d); 09 NCAC 06C .0209(d)]
Received

74. Please show the standard operating procedures that ensure the Telecommunicator stays on the line until the transfer is complete when a 911 call is transferred to another PSAP, and if the data is not transferred the Telecommunicator relays the data? [(09 NCAC 06C .0209(b); 09 NCAC 06C .0211(a)(5)]
Received

75. Are the standard operating procedures and testing procedures for all systems in the PSAP available within the PSAP? [(09 NCAC 06C .0209(d); 09 NCAC 06C .0214(a)]
Received

76. Please show the procedures that ensure the PSAP takes appropriate steps to repair or isolate failures or poor performance and notify the persons responsible for repair or maintenance when there is a detected failure or poor performance anywhere in the system. [(09NCAC 06C .0214(c)]
Received

77. Provide available documents that indicate new equipment has been tested in accordance with the manufacturers' specifications and accepted PSAP practices before being placed in service. [(09 NCAC 06C .214(d)]
Received

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Computer Aided Dispatch (CAD)

78. Please show the CAD maintenance agreement showing guarantee of performance. [(09 NCAC 06C .0207(a)(2)]
Received

79. Please show the installation, maintenance, and test records available for CAD. [(09 NCAC 06C .0215(b)]
Received

Logging Recorder Information

80. Please show the recorder maintenance agreement showing guarantee of performance. [(09 NCAC 06C .0207(a)(2)]
Received

81. Please show the installation, maintenance, and test records you have available for the recorder. [(09NCAC 06C .0215(b)]
Received

Console Radio Information

82. Please show the console radio maintenance agreement showing guarantee of performance. [(09 NCAC 06C .0215(b)]
Received

83. Please show the installation, maintenance, and test records available for the dispatch system. (09 NCAC 06C.0215(b)
Received

Emergency Call Processing Equipment

84. If not on the Hosted call handling platform, please show the maintenance agreement for the emergency call handling equipment showing guarantee of performance. [(09 NCAC 06C .0207(a)(2)]
Received

85. If not on the Hosted call handling platform, please show installation, maintenance, and test records available for emergency call handling equipment. [(09 NCAC 06C .0215(b)]
Received

PSAP Records

86. Does the PSAP keep maintenance records for all system functions for at least five (5) years? [(09 NCAC 06C .0215(a)]
Received

87. Does the PSAP have records including dates and times for test, 911 calls and dispatch signals, circuit interruptions, equipment failures, abnormal and defective circuit conditions? [(09 NCAC 06C .0215(d)(3)]
Received

88. Please show the approved access control plan. [(09 NCAC 06C .0207(a)(3)]
Received

89. The PSAP shall document and maintain policies and procedures and a verifying roster of Telecommunicators' EMD certifications. Records may be maintained in electronic or other forms. [(G.S. 143B-1406(f)(5b)(b)]
This will be an observation of the assessment team.

90. The PSAP shall present to the assessment team during the PSAP review process a Telecommunicator certificate of course completion or roster of one of the approved courses that includes Association of Public Safety Communications Officials (APCO), International Academy of Emergency Dispatch (IAED) or the NC Sheriffs' Education and Training Standards Commission. [(G.S. 143B-1406(f)(5b)(a)]
This will be an observation of the assessment team

Quality Assurance

91. Does the PSAP have a quality assurance process to ensure the consistency and effectiveness for 911 call processing? [(09 NCAC 06C .0207(d)(1)]

92. Please show the monthly and annual measurements used in the quality assurance process to improve performance. [(09 NCAC 06C .207(d)(2)]
Received

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SIGNATURES

Reviewer

Date

Reviewer

Date

Reviewer

Date

Receipt Acknowledgement. The undersigned acknowledges receipt of a copy of the PSAP assessment in the date indicated above. The initial assessment will be followed by a written report to the PSAP within 30 days, and the PSAP will respond to any issues or questions within 30 days of receipt of the report. [See 06 NCAC 06C .0216.]

PSAP Representative

Date

North Carolina 911 Board
PSAP Assessment Corrective Action Plan
Date Submitted:

EXAMPLE BELOW:

Deficiency	PSAP has no outgoing only line.
PSAP or County Personnel Assisgned	City Information Technologies
Name/Title	Bob Smith / IT Manager

Action	Responsible Party	Priority	Status	Start Date	End Date	Notes
Convert one (1) POTS line to outgoing	City IT Telephony	High	In process	4/24/2017	8/1/2017	City Ticket #140083

Deficiency - 09 NCAC 06C .0211(a)(1)(D) – The answer to question number 3, referencing is there at least one outgoing only line and device, was listed as NO.

Explanation-We have installed four (4) copper POTS lines to facilitate incoming and outgoing calls secondard to our CPE. We will convert one (1) to outgoing only.

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes

Deficiency -

Explanation -

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes

Deficiency -

Explanation -

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes

Deficiency -

Explanation -

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes

Deficiency -

Explanation -

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes

Deficiency -

Explanation -

Deficiency
PSAP or County Personnel Assisgned
Name/Title

Action	Responsible	Priority	Status	Start Date	End Date	Notes
Deficiency -						
Explanation -						

PSAP Name

**Public Safety Answering Point Rules Assessment
Site Assessment Report**

EVALUATION

Pursuant to NC law, the North Carolina 911 Board has been charged with ensuring that all Public Safety Answering Points (PSAP), both primary and secondary, are following the General Statutes and rules contained in the Administrative Code. This site assessment report identifies findings that were encountered during the assessment. The assessment followed an approved process designed to provide information to PSAPs that address both proficiencies and deficiencies identified by the Board-approved contract PSAP Assessment team that was trained by the Board staff.

Evaluation Overview

The evaluation of (PSAP Name) took place on (date) at the PSAP located at (address). The duration of the assessment was (length of time). The PSAP point(s) of contact for this assessment was/were (name, title).

This site assessment report is based directly on the results of the evaluation as reported by PSAP Assessment Team. The PSAP Assessment Team, used approved evaluation requirements that are directly taken from the law and rules governing PSAPs.

The PSAP should review the findings in the document and determine the most appropriate action and the resources needed (i.e., time, staff, and funding) for implementation.

KEY FINDINGS OF ASSESSMENT

PSAP Team

PSAP Participants

Last Name	First Name	PSAP	Title	Role in the Assessment	Email

PSAP Assessment Team

The PSAP Assessment Team is comprised of the approved vendor that was selected by the NC 911 Board. The PSAP Assessment Team planned and conducted this PSAP assessment and hotwash to:

- Fulfill the requirements of G.S. 143B-1400 *et seq.* and 09 NCAC-Subchapter 06C.
- Provide the PSAP the opportunity to show proficiency.
- Document deficiencies for the PSAP to use in their corrective action plan.

 The PSAP Assessment Team members are listed below.

Table 1 PSAP Assessment Team

Last Name	First Name	Email Address

2022 Standards Committee Goals

Standards Committee Review and update language of the policies relating to Peer Review to ensure consistent scheduling and review of the PSAPs while considering options to accomplish them during the pandemic.

Hold joint meetings, twice annually at minimum, to review technological or operational changes that may need to be addressed in Standards or Peer Review.

Continue to explore the feasibility of establishing PSAP levels based on operational and technical capabilities.

2023 Standards Committee Proposed Goals

Review technological or operational changes that may need to be addressed in administrative code and/or policy, collaborating with other committees as indicated.

Continue to explore the feasibility of establishing PSAP types based on demographics and service delivery to define the small, medium, and large PSAPs in a manner similar to the methodology utilized by FEMA.

Monitor the progress of the PSAP assessments to ensure adherence to the state administrative code.