

PSAP Assessment Document

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)]

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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)]

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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)]

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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

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.

Backup PSAP Plan

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)]

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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)]

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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)]

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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.

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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)]

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

Console Radio Information

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

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

Emergency Call Processing Equipment

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))]

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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))]

If no, please explain.

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))]

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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.

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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)]
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70. Abandoned call volume from previous calendar year. Data can be obtained from Data Analytics System [(09 NCAC 06C .0207(d)(2)]
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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)]
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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)]
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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. [(09 NCAC 06C .0215(b)]
Received

Console Radio Information

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

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SIGNATURES

PSAP Assessment Team Member

Date

PSAP Assessment Team Member

Date

PSAP Assessment Team Member

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