**PSAP REQUEST FOR BACKUP PLAN APPROVAL**

*Note: Backup plans are required pursuant to G.S. 143B-1406 and Rule 09 NCAC 06C .0206. The purpose of a backup plan is to ensure that the PSAP has a plan and means for 911 call-taking in the event that 911 calls cannot be taken in the primary PSAP. The plan may include elements that are ETSF-ineligible. Backup plan approval is not a determination of funding eligibility for components of the plan; all expenditures incurred to implement the backup plan will need to be reviewed separately on a case-by-case basis and adhere to the Eligible Use of Funds List. Further, backup plan submission and approval is not tied to seat approval.*

*Financial documentation will be provided through the individual PSAP’s Financial Planning Tool and is a separate process for review by the Board’s staff. The backup plan is not a guarantee of eligibility or funding by the Board.*

Secondary PSAPs Only: A Secondary PSAP is required to use the primary PSAP in which the cost-per-call funding is based as its backup. A Secondary PSAP shall sign here to acknowledge its understanding of the requirement; further completion of the document is not required.

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(Secondary PSAP Name, Date, and Signature and Title of Individual Signing for Secondary PSAP)

**WHEN YOU SUBMIT THIS REQUEST**: Include a copy of the PSAP’s Comprehensive Emergency Management Plan (CEMP) pursuant to 09 NCAC 06C .0205. The Rule requires the following the CEMP: an emergency fire plan, a damage control plan, and this backup plan.

PSAP Name:

PSAP Backup Plan Contact (title/telephone number/email address):

Date:

**Location**

What is the street address of the Primary PSAP?

What is the street address of the Backup PSAP?

For the purposes of defining shared resource expenses, what, if any, other departments are

located in the Backup PSAP facility?

Rule .0206 requires the Backup PSAP to be geographically separated from the primary PSAP at a distance to ensure survivability of the Backup. How far is the Primary PSAP from the Backup PSAP in driving miles?

**Agreements with Other PSAPs [06C .0206(a)]**

If the Backup PSAP facility is owned by a unit of a different local government, such as using another Primary or Backup PSAP for your staff, or alternate routing of calls to another PSAP, attach a signed Memorandums of Understanding (MOUs) and any other applicable agreements that memorialize that agreement. Please ensure that the signatories have the appropriate authority to commit their respective agencies.

**Positions/Workstations**

How many telecommunicator positions are normally manned in the Primary PSAP? (Note: this may not be same as the number of approved seats):

How many telecommunicator positions are in the Backup PSAP?

**Equipment**

CAD [06C .0213]:

State the name of the CAD system in the Primary PSAP and the name of the CAD system.

Do you have a CAD system at your Backup PSAP?

If yes, is the CAD system at the Backup PSAP the same as the system in the Primary PSAP?

If no, what is your method of receipt and retransmission of calls?

If your Backup PSAP is another Primary PSAP, is there a CAD-to-CAD product in place?

Is there a process in place to replicate or back up the CAD system while in use of your Backup PSAP?

Is there a point-to-point connection for CAD between the Primary and Backup PSAP?

If so, what is the bandwidth?

Are you running any other PSAP systems over the CAD network connection?

If yes, what are those PSAP systems?

Recorder [06C .0207(c)]:

NOTE: Recordings of 911 calls are public records pursuant to G.S. 132-1.4(c)(4).

State the name of the recorder vendor in the Primary PSAP and the name of the recorder system or service.

State the name of the recorder vendor in the Backup PSAP and the name of the recorder system or service.

How are the recordings at the Backup PSAP shared with the Primary PSAP?

Radio [06C .0212]:

State the manufacturer and the radio equipment in the Primary PSAP.

State the manufacturer and the equipment in the Backup PSAP that will be used to dispatch 911 calls.

How many positions at the Backup PSAP have radio equipment? What is the capability of this radio equipment at each position?

How will the radio equipment in the Backup PSAP connect to the radio network (i.e., fiber connection, microwaves)?

Dispatch [06C .0212]

What is the redundant means of dispatch for the Backup PSAP?

**Network [06C .0211]**

How many administrative (“admin”) lines are currently in the Primary PSAP, as required by Rule 06C .0211(a)(1)(D)?

Who is the carrier for the admin lines in the Primary PSAP?

How many admin lines are in the Backup PSAP?

Who will be the carrier for the admin lines in the Backup PSAP?

What is the process to re-route the admin lines from the Primary PSAP to the Back PSAP?

How long will it take to re-route the admin lines from the Primary PSAP to Backup PSAP?

For ESInet Only Sites: How will the network connection between the Primary PSAP to the Backup PSAP be used?

**Power [06C .0210]**

Primary PSAP:

Describe the back-up power system at the Primary PSAP.

What is the capacity of the generator and UPS in the Primary PSAP?

How does it meet the requirement of Rule 09 NCAC 06C .0210?

How much fuel is stockpiled for the generator at the Primary PSAP and how long will this provide uninterrupted operation?

Is it enough to enable the transfer of operations to the Backup PSAP, as required by Rule .0206(g)?

Backup PSAP:

Describe the backup power system at the Backup PSAP.

What is the capacity of the generator and UPS in the Backup PSAP?

How does it meet the requirement of Rule 09 NCAC 06C .0210?

How much fuel is stockpiled for the generator at the Backup PSAP and how long will this provide uninterrupted operation?

**Physical Transition to a Backup PSAP [06C .0206(b)]**

Who will answer your 911 calls while you are relocating to the Backup PSAP?

How long will it take for your staff to relocate the Backup PSAP and begin taking calls?

What is your plan to transition to your Backup PSAP during a planned event?

How will 911 calls be answered during and after the transition?

What is your plan to transition to your Backup PSAP during an emergency event (i.e., natural disaster, bomb threat, CAD server failure)?

What is the process to re-route calls during a transition?

How are you testing this physical transition at least annually, as required by Rule .0206(b)?

**Alternative Routing/Abandonment Routing [06C .0206(b)]**

Which PSAPs are your alternate route PSAPs, and in what priority?

What is the procedure to alert those PSAPs of the activation of alternate routing?

What is the deactivation plan to end the alt routing?

Which PSAPs are your abandonment route PSAPs, and in what priority?

What is the procedure to alert those PSAPs of the activation of abandonment routing?

During alternate or abandonment routing, how will your 911 calls be dispatched?

What is the deactivation plan to end the abandonment routing?

How will 911 calls be answered during the deactivation?

Does your deactivation plan include transfer of call data, including CAD data/records and voice recordings, after activation?

Include a copy of the PSAPs policy/procedure that states how the telecommunicators at the alternate route/abandonment route PSAPs will respond to alt-routed or abandoned calls, including how those telecommunicators will be notified of the activation of the alt/abandonment plans.

How are you testing the alternate route and abandonment route calls at least annually, as required by Rule .0206(b)?

**Financial Planning**

For any costs associated with the backup plan, identify those costs using the Financial Planning Tool, located on the Board’s website, <https://it.nc.gov/about/boards-commissions/nc-911-board>, found under the link for “Grants and Documents” and then the tab “Forms and Documents”

*Financial documentation will be provided through the individual PSAP’s Financial Planning Tool and is a separate process for review by the Board’s financial staff. The backup plan is not a guarantee of eligibility or funding by the Board.*