



Department of Public Safety and Correctional Services

## EMERGENCY NUMBER SYSTEMS BOARD

### PSAP INSPECTION REPORT

2010

**COUNTY/CITY:** \_\_\_\_\_

**PSAP DIRECTOR:** \_\_\_\_\_

**DATE OF INSPECTION:** \_\_\_\_\_

**PSAP Representative(s):** \_\_\_\_\_

**Board Representatives:** Gordon Deans and Buddy Redman

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### TOPICS TO BE DISCUSSED

#### **Mapping**

- 1) What is the current status of your 9-1-1 Center's map?
- 2) Are you experiencing any difficulty in maintaining your map?
- 3) Are you experiencing any difficulty in displaying the mapping data?

#### **Remote Connectivity**

- 1) The Board has started funding "remote workstations" at Secondary PSAPs, contingent upon IP connectivity and available CPE capacity.
  - a. Do you anticipate requesting remote workstations?
  - b. If you currently deploy remote workstations, how are they doing?
  - c. If needed, could your local MSP Barrack be provided remote workstations utilizing your CPE (available ports and network connectivity)?

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## Refresh of Phone Equipment

- 1) The Board is considering extending phone equipment “life cycles” for Primary PSAP to approx. 6 years and Back-Up systems to approx. 7 years.
  - a. Will this change in policy present any concerns?

## Back –Up PSAP

- 1) What is the current status of your back-up facility and how often is it operational?
- 2) Have you deployed your Back-Up facility recently?
  - a. Under what circumstances?
  - b. Was it effective and sufficient for your needs?

## Homeland Security and Other Grant Funding of 9-1-1 Projects

- 1) Have you made application to receive Homeland Security or other grant funding for 9-1-1 related projects? (Can be for any Radio, CAD or other 9-1-1 expense)
- 2) **If Yes**, date of application(s): \_\_\_\_\_

Amount(s) Requested: \_\_\_\_\_

Status/Results: \_\_\_\_\_

## PSAP Equipment

- 1) What is the average time to answer a 9-1-1 call?
  - a. How do you utilize your call related MIS data?
- 2) What media are you currently using for your logging recorder?
  - a. How long do you maintain your recordings?
  - b. Do you share recordings electronically, upon request?
- 3) Do you permit personal cell phone, laptop, gaming devices, etc. usage in the Comm. Center?
- 4) We would like to inspect the equipment purchased by the Board during FY 10.

# **PSAP INSPECTION REPORT 2010**

## **EPD/EFD Protocols and Quality Assurance**

- a. How is your EPD/EFD Protocol System and Quality Assurance program working?
- b. Has meeting the ongoing training and recertification requirements been problematic?
- c. Are you receiving timely updates from your Protocol vendor?

## **Staffing**

- 1) Are you currently experiencing any staffing or recruiting concerns?

## **Review of Your 3-Year Plan**

- 1) Any additions or changes to your 3-Year Plan?
- 2) What long-term changes (relocation – new PSAP – significant growth) do you anticipate?

## **Are There Any Other Points of Discussion Concerning the Board or Funding Issues?**



# PSAP INSPECTION REPORT

## 2010

### Training (Review done with Center's Training Coordinator)

- 1) The ENSB funds the basic Telecommunicator course that is required during the **first six months** of employment. We will review your requests during the past year for ETC Manuals. Please have a list of students trained during 2009 and their training records available for our review. This review is to insure compliance with Policy 3-302 Entry-Level Telecommunicator Training Guidelines and COMAR mandates.
- 2) The Code of Maryland Regulations (COMAR) requires an in-service training plan approved by the Board. We will review your plan and training records for 2009.
  - a. Do you have any revisions or updates to your in-service training plan for 2010? Be prepared to discuss your 2010 training program in detail.
  - b. Do you include Secondary PSAP personnel in your training programs?
    - 1.If yes, has it been beneficial? If no, how can it be encouraged?
- 3) What re-certifications are required by your 9-1-1 personnel and training staff?
  - a. How many re-certifications are required for each type and how often?
  - b. How are they funded, and is the cost for these re-certifications currently in your operations budget?
- 4) Do you have any funding issues concerning any of your training efforts?
- 5) Training on DVD
  - a. Do you or would you use it? If yes, how would you anticipate incorporating DVD training into your educational program?
  - b. For a particular DVD training course, how many DVD's would you typically need?
- 6) Equipment Needs
  - a. Currently, what equipment is available for your training programs?
  - b. What additional equipment would enhance your training efforts?
- 7) Do you have any problems scheduling employees to attend ENSB funded training programs? Can we better schedule or improve training delivery to enhance participation efforts?