



Department of Public Safety and Correctional Services

EMERGENCY NUMBER SYSTEMS BOARD

PSAP INSPECTION REPORT

2012

COUNTY/CITY: _____

PSAP DIRECTOR: _____

DATE OF INSPECTION: _____

PSAP Representative(s): _____

Board Representatives: Gordon Deans & Scott Roper

TOPICS TO BE DISCUSSED

Mapping

- 1) What is the current status of your 9-1-1 Center's map and have you integrated the newest flyover data (please note any problems)?
- 2) Are you experiencing any difficulty in maintaining your map?
 - a. Who is responsible for updating your maps and how often?
- 3) Are you mapping through your CAD or Phone equipment and how often are software updates/maintenance performed?

Fiber Diversity

- 1) Do you have fiber diversity to your Primary and/or Back-up PSAPs? If you still have copper connectivity, any plans to request funding for fiber.
- 2) Will your County be subscribing to Network Maryland services? If so, will that connectivity extend to all your public safety agencies and support facilities.

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Verizon Service

- 1) Does Verizon Service have your most updated “9-1-1 system outage notification list?”
 - a. How has Verizon’s outage notification system been working and do you have any recommended changes?
- 2) Have you recently experienced any problems or concerns with Verizon service related issues? (If yes please detail)

Electronic Security

- 1) Does your PSAP have a written electronic security policy covering outside devices (cell phones, USB devices, laptops, etc.) and the downloading/uploading of files in the PSAP? If so, is this a policy internal to your PSAP, or a county/city wide policy?
- 2) Considering NG 9-1-1 environment and the sending of data over shared networks should COMAR be updated to require electronic security policies to be in place?

Remote Hosting of Phone Equipment

- 1) Should the Board move forward with plans to regionally locate phone equipment, which would utilize remote workstations at your PSAP, it could require all PSAPs to participate. Is there anything you would wish the Board to consider beforehand? (Assume that current monthly recurring cost will remain the same or decrease.)
- 2) Please list all your Secondary PSAPs and the number of calls transferred to them last year. How do they currently receive ANI/ALI information (fax or static terminal) and do you anticipate providing remote workstations for them to receive dynamic ANI/ALI and rebid capacity (may require network connectivity)?

Secondary PSAP	2011 Calls	Current ANI/ALI Reception (Fax/Display Monitor)	Remote Workstation Plans?	Network Connectivity from PSAP

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Public Education

- 1) Do you have a 9-1-1 Simulator or other training device used for public education? If so, how many times has it been used in the last 12 months?
- 2) Is the current funding (\$2,500) sufficient and is there anything else the Board could provide to further public education efforts?

Disaster Planning

- 1) Does your PSAP have disaster mitigation/recovery plans?
 - a. Do they identify to the on-duty staff the circumstances under which they should evacuate and how to get to and activate your Back-Up PSAP?
 - b. Do the plans include detailed instruction for on-duty staff to react to a situation where a component of the PSAP fails (phone, power, etc.)?
 - c. How often are these plans exercised?

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 daily average time to answer a 9-1-1 call (must be a daily average analysis)?
 - a. Does your MIS software allow you to easily obtain information such as this, call transfers totals, and other typical “canned” reports?
- 2) If an alarm company could clearly identify an in-progress burglary through video inspection, would you want to receive that crime-in-progress notification on a 9-1-1 line

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instead of an alarm line? Would you want to receive/request a copy of the video?

- 3) Considering NG 9-1-1 services (especially text messaging), can your current logging recorder capture a screen print of either your CAD or phone screen? If not, when is your recorder due for replacement?

- 4) The FCC is considering adopting an interim solution for PSAPs to receive text messages. Should that occur it would be beneficial to our citizens for a statewide deployment. What preparation would your PSAP need before receiving text messages and what should the Board consider before adopting this solution statewide?

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?



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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 2011 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 2011.
 - a. Do you have any revisions or updates to your in-service training plan for 2012? Be prepared to discuss your 2012 training program in detail.
- 3) Do you have any funding issues concerning any of your training efforts?
- 4) 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?
- 5) What future classes would you like to see offered by the Board?
- 6) Would you be willing to host a Board funded class? Do you have a location where a Board funded class may be held? The minimum requirements are capacity for 25 people and ample parking.
- 7) Who is responsible for quality assurance for EMD/EPD/EFD? Is this a full time responsibility, or does that person have additional duties? How soon after the call is taken is the call reviewed? Following the review, what is the time that it takes for the QA person to provide counseling and/or remedial training to the call taker if problems are detected?