

PSAP INSPECTION REPORT

2015

Disaster Planning – We will be reviewing the disaster recovery/continuity of operations plan for your PSAP. Items that we will review:

- 1) Disaster plan training and exercise records for PSAP personnel.
- 2) The process to manually start the generator.
- 3) The process to put the UPS into bypass.
- 4) The circumstances under which your personnel will evacuate to your backup PSAP.
- 5) The process for moving from your primary PSAP to your backup PSAP (steps taken).
- 6) The process to return to your primary PSAP from your backup PSAP (steps taken).
- 7) Have you requested to have your 9-1-1 trunks and/or administrative lines registered under the DHS Telecommunications Service Priority (TSP) program?
 - a. TSP is a program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services.
 - b. NS/EP services are those used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NS/EP posture of the United States.
 - c. <http://www.dhs.gov/telecommunications-service-priority-tsp>

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 or sales related issues? (If yes, please detail)
- 3) Verizon is conducting local 9-1-1 Center “disaster planning” exercises. If you have been a participant - how was the experience and how can it be improved? Has the knowledge gained from the Verizon exercises changed your PSAP disaster plan? If so, what have you changed?
- 4) What other “exercises” might be beneficial to your operation or the industry in general?

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NG 9-1-1 Discussion

- 1) If you have a Vesta/Patriot 4.X or higher phone system, how are you connecting sides A and B of the core equipment (county owned fiber, microwave, leased circuits – from whom)? What bandwidth is being utilized? Are there any costs for your county? If so, what are they?
- 2) Do you have remote positions at a secondary PSAP? If yes, how are they connected (county owned fiber, microwave, leased circuits – from whom)? What bandwidth is being utilized? Are there any costs for your county? If so, what are they?

Text to 911

- 1) We will discuss the progress to implement text to 9-1-1 in Maryland, as well as your individual county.

Other Service Providers

- 1) In the past 12 months, has your PSAP encountered any issues with the delivery of 9-1-1 calls from providers other than Verizon (for example: AT&T, Sprint, Comcast or Vonage)? If so, what was the nature of the problem and how was the problem resolved?

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: _____
- 3) Has the amount of grant funding that your county receives increased, decreased or remained the same over the past three years?

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PSAP Equipment

- 1) What is the daily average time to answer a 9-1-1 call (must use a daily average analysis)?
- 2) Since your last inspection, have you experienced any “denial of service” attacks, or repeated harassing or annoying 9-1-1 calls of a significant nature?
 - a. If so, how did you handle them?
- 3) Has your PSAP had any issues with the conversion to the network control modems? If yes, what problems did you encounter?
- 4) We will review some common issues with funding requests and requests for payments.
- 5) We will need to inspect any new equipment that the Board has recently funded.
- 6) If known, what percentage of wireless calls to your center are made from non-service initialized cellular telephones (typically, you will only receive the PANI for the call)?

Staffing

- 1) Are you currently experiencing any staffing or recruiting concerns?
- 2) What strategies do you employ to reduce turnover and absenteeism?

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?

Training Review/Inspection started on next page

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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 2014 requests for ETC Manuals. Please have a list of students receiving entrance-level training during calendar year 2014 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 in-service training plan and training records for 2014.
 - a. Please provide a written copy of your 2015 in-service training plan.
- 3) What is the average length of time that it takes from when a 9-1-1 call is received until it is reviewed by your staff for quality assurance?
- 4) Has your PSAP contracted for an outside quality assurance service? If so, what company are you using? If you are using a service, would you recommend it to other PSAPs?
- 5) Do you have any funding issues concerning any of your training efforts?
- 6) 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?
- 7) What future topics and classes would you like to see offered by the Board?