NC 911 Board
PSAP Peer Review

Please complete the following information about your PSAP. The requested information is based on North Carolina Administrative Code Sub chapter 06C.09 NCAC 06C effective after July 1, 2016. If more space is needed to provide explanations, please provide an attachment.

General PSAP Information

Date of Review:

PSAP Name:

(Optional) FCC PSAP ID:

PSAP Manager: (09 NCAC 06C.0207) :

(Optional) Title:

What department within government does the PSAP Manager report to? (09 NCAC 06C.204)

(Optional) Physical Address:

(Optional) Mailing Address:

(Optional) City:

(Optional) Zip Code:

(Optional) Telephone:

(Optional) Fax:

(Optional) E-mail Address:

Operations

General PSAP Information

1. How Many 911 Trunks? (09 NCAC 06C.0211)

2. How many 911 telephone devices are in the PSAP? (09 NCAC 06C.211)

3. Is there at least one outgoing only line and device? (09 NCAC 06C.211)

4. How Many Administrative Lines? (09 NCAC 06C.211)

5. Does the PSAP have the ability to receive and dispatch calls? (09 NCAC 06C.0212)

6. Does the PSAP have sufficient 911 trunk capacity to receive 99.9% of all calls during the busiest hour of the average week of the busiest month of the year? (Reviewer needs to obtain this information from ECaTS via staff, 09 NCAC 06C.0211)

7. Are there enough Telecommunicators to complete the calltaking process for 911 calls? (09 NCAC 06C.0208) (Reviewers will review ECaTS report for previous 12 months from Staff)

8 How do you provide the operating procedures to the Telecommunicators? (09 NCAC 06C.0208, 09 NCAC 06C.0209)

9. How does the PSAP handle peak workloads? (09 NCAC 06C.0210)

Computer Aided Dispatch (CAD)

10. Which CAD system does the PSAP use? (09 NCAC 06C.0215)

11. Does the PSAP's CAD system include data entry, resource recommendations, notification and tracking? Does the PSAP's CAD system store records relating to all 911calls? (09 NCAC 06C.0213)

12. Does the PSAP's CAD system store records relating to all other calls for service and status changes? (09 NCAC 06C.0213)

13. Does the PSAP's CAD system track those resources before, during and after emergency calls? (09 NCAC 06C.0213)

14. Does the Telecommunicator have access to an indication of the status of all Emergency Response Units (ERU) at all times? (09 NCAC 06C.0209)

15. Can a second calltaker workstation complete CAD entry when the first calltaker workstation fails? (09 NCAC 06C.0213)

16. When faults or failures occur, is there a visual and/or audible alarm? (09 NCAC 06C.0213)

17. Does the PSAP's CAD system recommend units for assignments to calls? (09 NCAC 06C.0213)

18. Can the PSAP's CAD exchange data with other CADs? (09 NCAC 06C.0213)

19. Does the PSAP's CAD system ensure that the optimum response units are selected? (09 NCAC 06C.0213)

20. Does the PSAP's CAD system allow the telecommunicator to override the CAD recommendation for the unit assignment? (09 NCAC 06C.0213)

Logging Recorder Information

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21. Are all incoming phone lines and radio channels recorded? (09 NCAC 06C.0207, 09 NCAC 06C.0211)

22. Does the logging recorder allow instant recall from every position? (09 NCAC 06C.0207)

23. Are dispatched 911 calls automatically recorded and does each call have a date and time stamp? (09 NCAC 06C.0207)

Power Information

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24. Is the backup power transfer switching means accessible only to authorized personnel? (09 NCAC 06C.0210)

25. Is the UPS enunciated in the operations room? (09 NCAC 06C.0210)

26. Does the PSAP have an approved backup plan? (09 NCAC 06C.0206)

27. Provide backup plan testing documentation. (09 NCAC 06C.0206)

   Received

28. Please show that the failure of the primary dispatch system will not affect the backup dispatch system. Reviewer may obtain this information from the backup plan. (09 NCAC 06C.0212)

29. Does the PSAP test all systems at least once per year? Reviewer may obtain this information from the backup plan. (09 NCAC 06C.0205, 09 NCAC 06C.0214)

Please explain:

30. Do Telecommunicators who dispatch calls have a backup means to dispatch calls? (09 NCAC 06C.0212)

Technical/Back Room

General PSAP Information

31. Where do 911 calls hunt to when all the 911 lines and 911 devices are in use? (09 NCAC 06C.0211)

32. Explain the diverse routing for 911 trunks. (09 NCAC 06C.0211) If additional space is needed, please attach additional document.

33. Is there diverse routing between PSAPs when multiple PSAPs serve the same jurisdiction? (09 NCAC 06C.0211)

If yes, explain:

34. Are all the equipment and systems synchronized within 5 second of coordinated universal time? (09 NCAC 06C.0207)

35. Is all the equipment accessible for maintenance? (09 NCAC 06C.0207)

36. Is all equipment, software and services in good working order? (09 NCAC 06C.0210)

If No, in progress or implementing, please explain:

37. Is equipment functional and in good working order. This is an observation of the reviewer. (09 NCAC 06C.0205, 09 NCAC 06C.0214)

Computer Aided Dispatch (CAD)

38. Who maintains your CAD hardware? (09 NCAC 06C.0207)

39. Who maintains your CAD software? (09 NCAC 06C.0207)

40. Who provides the PSAP's technical support services (09 NCAC 06C.0207)

41. Does the PSAP have a CAD that interfaces to the 911 system components? (09 NCAC 06C.0213)

42. Does the PSAP's CAD system store records relating to all 911calls? (09 NCAC 06C.0215)

43. Is the CAD system monitored for faults and failures? (09 NCAC 06C.0213)

44. How is physical and operational security maintained on the CAD? (09 NCAC 06C.0213)

45. Does the PSAP's CAD system have the ability to prioritize all system processes so that emergency operations take precedence? (09 NCAC 06C.0213)

46. Can the PSAP's CAD detect errors, faults and failures and automatically perform the appropriate reconfigurations and send a notification? (09 NCAC 06C.0213)

47. When the power fails, will the CAD system reinitialize without the loss of data? (09 NCAC 06C.0213)

Logging Recorder Information

48. Who maintains your recorder hardware? (09 NCAC 06C.0207)

49. Who maintains your recorder software? (09 NCAC 06C.0207)

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

Console/Radio Information

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51. Who maintains your radio hardware? (09 NCAC 06C.0207)

52. Who provides the PSAP's technical services (09 NCAC 06C.0207)

Emergency 911 Call Processing Equipment

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53. Who maintains your Emergency 911 call Processing Equipment? (09 NCAC 06C.0207)

54. Who provides the PSAP's technical services (09 NCAC 06C.0207)

Power Information

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55. 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)

56. Where are the power sources monitored? (09 NCAC 06C.0210)

57. What is the Primary Power Source? (09 NCAC 06C.0210)

58. What is the Secondary Power Source? (09NCAC 06C.0210)

59. Is the transfer to the secondary power source automatic if the primary power source fails? (09 NCAC 06C.0210)

60. Can the generator provide sufficient power to run the PSAP? (09 NCAC 06C.0210)

61. Does the PSAP have a Stored Emergency Power Supply system (SEPSS) or battery backup? (09 NCAC 06C.0210)

62. Where is the Stored Emergency Power Supply System monitored? (09 NCAC 06C.0210)

63. What does the PSAP use to protect communications equipment, computers, etc. from power surges? (09 NCAC 06C.0210)

64. Is all electronic equipment essential to the operation of the PSAP connected to an isolated ground? (09 NCAC 06.0210)

65. Ensure a UPS system is installed to prevent power surges and provide power for all essential 911 center operations. This will be an observation by the reviewer. (09 NCAC 06C.0210)

66. Is there a UPS bypass switch? (09 NCAC 06C.0210)

67. How long can the UPS and Battery systems provide power? (09 NCAC 06C.0210)

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68. What is the CAD backup method? Reviewer may obtain this information from the backup plan. (09 NCAC 06C.0213)

69. Does the CAD server have failover? Reviewer may obtain this information from the backup plan. (09 NCAC 06C.0213)

70. Does the PSAP have a management information system to track 911 calls and dispatch of 911 calls? (09 NCAC 06C.0215)

Documentation

General PSAP Information

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71. 911 Call Volume: (09 NCAC 06C.09, 09 NCAC 06C.0211) Obtained from ECats.

72. Abandoned Calls: (09 NCAC 06C.09, 09 NCAC 06C.0211) ECats Available.

73. Call Wait time (90/10 Rule) from last month. (09 NCAC 06C.0209) ECats Available.

74. Please show the operating procedures that ensure that Telecommunicators answer 911 calls before all other non-emergency operations. (09 NCAC 06C.0208, 09 NCAC 06C.0209, 09 NCAC 06C.0211)

   Received

75. Does the PSAP have valid and current written standard operating procedures for telecommunicators? (09 NCAC 06C.0209)

76. Please show the standard operating procedures that ensures 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 that the telecommunicator relays the data? (09 NCAC 06C.0209, 09 NCAC 06C.0211)

    Received

77. Are the standard operating procedures manual and testing procedures for all systems in the PSAP available? (09 NCAC 06C.0214)

78. Please show the standard operating 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. (09 NCAC 06C.0213, 09 NCAC 06C.0214)

    Received

79. 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.0214)

    Received

Please explain.

Computer Aided Dispatch (CAD)

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80. Please show the CAD maintenance agreement. What are the guarantees of performance? (09 NCAC 06C.0207)

    Received

81. Please show the installation, maintenance, and test records you have available for CAD. (09 NCAC 06C.0207, 09 NCAC 06C.0215)

    Received

Logging Recorder Information

82. Please show the maintenance agreement for the recorder. What are the guarantees of performance? (09 NCAC 06C.0207)

    Received

83. Please show the installation, maintenance, and test records you have available for the recorder. (09 NCAC 06C.0207, 09 NCAC 06C.0215)

    Received

Console/Radio Information

84. Please show the installation, maintenance and test records you have available for the dispatch system. (09 NCAC 06C.0207, 09 NCAC 06C.0212)

    Received

Emergency 911 Call Processing Equipment

85. Please show the maintenance agreement for Emergency 911 Call Processing Equipment. What are the guarantees of performance? (09 NCAC 06C.0207)

    Received

Please explain guarantees of performance below:

86. Please show the installation, maintenance and test records you have available for Emergency 911 Call Processing Equipment. (09 NCAC 06C.0207, 09 NCAC 06C.0215)

    Received

Power Information

87. Ensure the generator is installed, fueled and operating properly. Reviewer will need to view the service/maintenance log for this information. (09 NCAC 06C.0210)

 Received

Back Up PSAP Plan

88. Provide CEMP and testing documentation. Certification from the PSAP that testing has been completed in the appointed time frame and certification includes results and any action plans as a result of the testing. (09 NCAC 06C.0205)

 Received

PSAP Records

89. Does the PSAP keep maintenance records for at least 5 years? (09 NCAC 06C.0215)

90. Does the PSAP have records including dates and times for test, 911 and dispatch signals, circuit interruptions and equipment failures, abnormal and defective circuit conditions? (Electronic records are permissible) (09 NCAC 06C.0215)

91. Please show the approved access control plan. (09 NCAC 06C.0207)

 Received

Quality Assurance

92. Does the PSAP have a quality assurance process to ensure the consistency and effectiveness for 911 call processing? (09 NCAC 6C.0207)

93. Please show the monthly and annual measurements used in the quality assurance process to improve performance. (09 NCAC 06C.0207)

 Received

94. Does the PSAP show dispatch performance measurement statistically done monthly and compiled over a one (1) year period? (09 NCAC 06C.0215)

Please explain:

Signatures

Reviewer: Date:

Reviewer: Date:

Reviewer: Date:

NC 911 Board Staff:

Receipt Acknowledgement. The undersigned acknowledges receipt of a copy of the PSAP site review on the date indicated below. The initial review will be followed by a written report to the PSAP, and the PSAP may respond to any issues or questions upon review of the report. See (hyperlink) the 911 Board policy for site reviews.

PSAP Representative: Date: