



# MARYLAND 9-1-1 BOARD

## 2022 PSAP INSPECTION REPORT

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

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

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

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

Board Representative: Scott Roper

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### TOPICS TO BE DISCUSSED

#### Mapping Review

1. Do you have the latest flyover data installed?
2. Have you encountered any problems with the mapping data? If so, what were the problems and how were they resolved?
3. Is your county's GIS "next generation" ready? When was the last time that you validated your data? If not, what assistance will you need to get it "next generation" ready?

#### Power Resiliency

We will review your 2021 generator and UPS maintenance records for your primary and backup PSAPs. We do not require you to attach a copy of your records to this inspection report. Please provide the current estimated loading and run time for your generator and UPS at each site.

Site	Generator Run Time (HH:MM)	Generator Load (%)	UPS Run Time (HH:MM)	UPS Load (%)
Primary PSAP				
Backup PSAP				

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### **Disaster Planning and Recovery**

We will be reviewing the disaster recovery/continuity of operations plan for your PSAP. We do **not** require you to attach a copy of your plans to this inspection report. Items that we will review:

- 1) The Continuity of Operations Plan (COOP) and/or the disaster recovery plan for your PSAP.
- 2) 2021 Disaster plan training and exercise records for your PSAP personnel.
- 3) What systems do you have in place to monitor the following within your PSAP:
  - a. Telephone system
  - b. Logging recorder
  - c. Network connectivity
  - d. Environmental conditions (HVAC/temperature, flooding, smoke/fire, etc.)
  - e. Power:
    - i. Commercial Power
    - ii. UPS (including power surges)
    - iii. Generator (including fuel supply/level)
  - f. Physical Intrusions

### **Cybersecurity**

- 1) Who monitors cybersecurity for your county (e.g. county IT, third party contractor)?
- 2) Who monitors cybersecurity for your county PSAP equipment (e.g. county IT, third party contractor)?
- 3) Does your county have a cybersecurity event response plan?
- 4) Does your county adhere to Board Policy 2-205?
- 5) Does your county provide its staff with cybersecurity awareness training?
- 6) Does your county conduct cybersecurity testing with its staff?
- 7) Does your county conduct cybersecurity tabletop exercises?
- 8) Does your county adhere to any nationally recognized cyber-security standards, such as [ISO27001](#) or [NIST 800-53](#) If so, which standard(s)?

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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 or sales related issues? (If yes, please detail)
- 3) Verizon is conducting local 9-1-1 Center “disaster planning” exercises. The Board’s expectation is that your PSAP participate in at least one exercise annually. 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? If you have not had one in the past 12 months, when is your next exercise with Verizon scheduled?
- 4) We will review your most recent Verizon P.01 study and Verizon’s recommendations for your 9-1-1 trunks, if applicable.

### NG 9-1-1 Discussion

- 1) We will review the effort that is currently underway in Maryland.
- 2) If you have migrated to a NG911 provider, did you encounter any difficulties? Do you have any “lessons learned” to share?

### 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 it resolved?
- 2) What process does your county have in place to diagnose and resolve a disruption of service by a carrier other than Verizon? How do you communicate this disruption to the public?
- 3) Is your county’s information current in the [NENA PSAP Registry](#)?

### 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 or other Communications related projects? (Can be for any Radio, CAD or other 9-1-1 expense)

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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?

### **PSAP Equipment**

1) What is the daily average time to answer a 9-1-1 call (must use a daily average analysis)?

2) What percentage of your 9-1-1 calls go to queue (are not answered immediately and receive a recorded announcement)? What is your average queue time for 2020?

3) If you use an automatic call distribution (ACD) feature on your CPE, what is your recorded announcement for calls going into queue?

4) What is your abandoned call rate for 2022 (calls that disconnect before they are answered by a 9-1-1 Specialist)? What is your abandoned call rate for those calls that are in queue and receive a recorded announcement for 2022?

5) What is your average time to process a 9-1-1 call for 2022? Please include talk time and post call wrap-up.

6) 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?

7) Has your PSAP had any issues with the network control modems or Verizon’s Custom Redirect Service? If yes, what problems did you encounter?

8) We will review some common issues with funding requests and requests for payments.

9) We will need to inspect any new equipment that the Board has recently funded.

### **Legislative Changes**

1) Does your county have a plan or policy in place to address 9-1-1 calls for persons in an active mental health crisis? Does this plan address responders other than police, fire or emergency medical services?

2) The Maryland Public Safety Article was amended to require each county PSAP to have a written policy to handle persons in an active mental health crisis (§1-301(h)). This policy

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must be submitted to the Maryland Department of Health by December 1, 2022. The plan should address triaging the call, resources available for dispatch, training and the procedures for making a dispatch decision. Do you foresee any issues with developing and submitting this plan? What Board resources do you require to meet the deadline?

- 3) Has your county experienced any issues with the implementation of 9-8-8?

### **Staffing**

- 4) Are you currently experiencing any staffing or recruiting concerns?
- 5) Do have any “best practices” for recruiting?
- 6) What recruiting items could the Board fund for your county?
- 7) 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?

### **Training (Review done with Center’s Training Coordinator)**

- 1) The Maryland 9-1-1 Board funds the basic Telecommunicator course that is required during the **first six months** of employment. We will review your 2021 requests for ETC Manuals or equivalent course (such as APCO Basic Telecommunicator). Please have a list of students receiving entrance-level training during calendar year 2021 and their training records available for our review. This review is to insure compliance with Policy 3-302 Entry-Level Telecommunicator Training Guidelines and Code of Maryland Regulations (COMAR) mandates.
- 2) COMAR requires an in-service training plan approved by the Board. We will review your in-service training plan and training records for 2021.
  - a. Please provide a written copy of your 2022 in-service training plan.
- 3) Have you reviewed the Board’s Training [Guideline](#) and [Playbook](#)? Do you foresee any issues with its implementation?
- 4) Has your county provided the PSAP staff with implicit bias training? If yes, how many hours was the class and how was it delivered?
- 5) What is the average length of time that it takes from receiving a 9-1-1 call until it is

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reviewed by your staff for quality assurance?

- 6) Do you have any funding issues concerning any of your training efforts?
- 7) Do you have any problems scheduling employees to attend Maryland 9-1-1 Board funded training programs? Can we better schedule or improve training delivery to enhance participation efforts?
- 8) What future topics and classes would you like to see offered by the Board?