MARYLAND 9-1-1 BOARD

2024 PSAP INSPECTION REPORT

County/City: *(use drop down to select)*	
PSAP Director:	
Date of Inspection:	
PSAP Representative(s):	
Board Representative:	

MAPPING REVIEW

	Question	Response	Explanation or Additional Comments
1	Do you have the latest flyover data installed?		
2	Have you encountered any problems with the mapping data? If yes, what were the problems and how were they resolved?		
3	Do you have GIS support in the PSAP? If yes, is it shared or a dedicated resource?		
4	Are your GIS/mapping needs being met and if not, what assistance would help?		

POWER RESILIENCY (NFPA 1221 4.7.8.7 and NFPA 110 Level 1)

We will review your 2024 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 (%)
1	Primary PSAP				
2	Backup PSAP				

	Question	Response	Explanation or Additional Comments
1	Do you contract for maintenance service on your UPS? If yes, who performs the maintenance?		

2	How often is a UPS tested under a full load (using no commercial or generator power)?		
3	How often are the UPS batteries checked and by whom? How often are the batteries replaced?		
4	Do you contract for maintenance service on your generator? How often is the generator serviced?		
5	How old is your "transfer switch" and when was it last inspected?		
6	Is the generator fuel conditioned or recycled?		
7	Have the generator fuel tanks ever been flushed and cleaned? If yes, when?		

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:

	To Be Reviewed	Documentation Available for Review	Explanation or Additional Comments
1	The Continuity of Operations Plan (COOP) and/or the disaster recovery plan for your PSAP.		
2	2024 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:		
	-Telephone System		
	-Logging Recorder		
	-Network Connectivity		
	-Environmental Conditions (HVAC temperature, flooding, smoke fire, etc.)		
	-Power: (1) Commercial Power (2) UPS (including power surges) (3) Generator (including fuel supply/level)		
	-Physical Intrusions		

CYBERSECURITY		
Question	**Response**	**Explanation or Additional Comments**
1	What entity 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 and/or PSAP have a cybersecurity event response plan?		
4	Does your county and/or PSAP adhere to Board Policy 2-205?		
5	Does your county provide cybersecurity awareness training for staff? If so, how often is it conducted? (include details for completion)		
6	Does your county conduct cybersecurity testing with its staff? If yes, what type of testing (e.g., simulated phishing emails or other)? Please provide a brief explanation.		
7	Does your county conduct cybersecurity tabletop exercises? If yes, how frequently are these exercises held?		
8	Does your county adhere to any nationally recognized cybersecurity standards, such as ISO27001 or NIST 800-53? If yes, which standard(s)?		
9	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? If so, how did you handle them?		

9 1 1 SERVICE PROVIDER		
Question	**Response**	**Explanation or Additional Comments**
1	Does your 9-1-1 Service Provider have a documented 9-1-1 Outage Plan inclusive of public notifications?		
2	Have you recently experienced any problems or concerns with your service or sales related issues? If yes, please provide details.		
3	Has the outage notification system been working appropriately, and do you have any recommended changes?		

NG9 1 1 DISCUSSION

	Question		
1	Have you experienced any outages or issues related to your NGCS / ESInet provider? If yes, please provide details.		
2	If you have migrated to a NGCS / ESInet provider, did you encounter any difficulties? Do you have any "lessons learned" to share?		

OTHER SERVICE PROVIDERS

	Question	Response	Explanation or Additional Comments
1	In the past 12 months, has your PSAP encountered experienced any major outages or issues related to originating service providers that impacted 9-1-1 delivery? If yes, what was the nature of the problem and how was it resolved?		
2	Is your county's information current in the NENA PSAP Registry?		
3	Do your PSAP have a process in place to diagnose and resolve a disruption of service by a carrier other than your NG 9-1-1 Service Provider? How do you communicate this disruption to the public?		
4	Does your PSAP have specific policies or protocols in place for automated notifications (telematics, crash detection) that may serve as a best practice?		
5	Has your PSAP developed a strategy to consolidate emergency tools and systems (i.e., RapidSOS Premium, Rapid Deploy, Intrado Command & Control)?		
6	Has your PSAP encountered 9-1-1 failure situations? If yes. what were the impacts and to whom do you route calls to under your alternate routing plans?		
7	Does your PSAP receive alternate routed calls from other PSAPs? If yes, which other PSAPs?		
8	Does your PSAP have at least two 9-1-1 call delivery paths with diverse routes so no single incident impacts both?		
9	Did your PSAP experience call processing failure situations? If yes, what impact did it have on your center and were your calls routed to another PSAP via your alternate routing plan?		

HOMELAND SECURITY and OTHER GRANT FUNDING of 9 1 1 PROJECTS

	Question	Response	Explanation or Additional Comments
1	Have you submitted an 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)		
2	Has the amount of grant funding that your county receives increased, decreased or remained the same over the past three years?		

PSAP EQUIPMENT and GROUNDS

	Question	Response	Explanation or Additional Comments
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 2024?		
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 2024 (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 2024?		
5	What is your average time to process a 9-1-1 call for 2024? Please include talk time and post call wrap-up.		
6	Is the PSAP's electrical power designed with diversity and back-up power (on-site review of diagrams and loading information by inspection team)?		
7	Are there redundant UPS units and/or redundant generators in place for critical systems?		
8	Is the PSAP's UPS and generator(s) maintained to NFPA 110 (Emergency & Standby Power Systems) Level 1 standards? If diesel generators are used, is fuel tested annually and conditioned as needed?		
9	Does the PSAP have a plan and connection for portable generator power in the event of a main system or ATS failure (NFPA 70 Article 708 - Critical Operations Power Systems)?		

10	Is the PSAP's HVAC system in accordance with NFPA 1221 4.4?		
11	Are there back-up HVAC systems in place for equipment and operations rooms and supplied with emergency power?		

LEGISLATIVE CHANGES		
Question	**Response**	**Explanation or Additional Comments**
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?		
2 If you answered <u>yes</u> to the above question, does this plan address responders other than police, fire or emergency medical services?		
3 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 must have been submitted to the Maryland Department of Health by December 1, 2023. Was this completed and delivered?		
4 Has your county experienced any issues with the implementation of 9-8-8?		

STAFFING		
Question	**Response**	**Explanation or Additional Comments**
1 Are you currently experiencing any staffing or recruiting concerns?		
2 Do have any "best practices" for recruiting?		
3 What recruiting items could the Board fund for your county?		
4 What strategies do you employ to reduce turnover and absenteeism?		

REVIEW of YOUR 3 YEAR PLAN		
Question	**Response**	**Explanation or Additional Comments**
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)		
	Question		**Explanation or Additional Comments**
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 2024 requests for ETC Manuals or equivalent course (such as APCO Basic Telecommunicator). <u>Please have a list of students receiving entrance-level training during calendar year 2024 and their training records available for our review.</u> This review is to ensure 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 2024.		
3	Please provide a <u>written</u> copy of your 2024 in-service training plan.		
4	Have you reviewed the Board's Training Guideline and Playbook?		
5	Do you foresee any issues with the implementation of the Board's Training Guideline and Playbook?		
6	Has your county provided "PSAP 9-1-1 Acute/Traumatic and Chronic Stress Management Program Requirements" resources to PSAP's per MD Code, Public Safety, § 1-306(b)(15)(ii)?		
7	Has your PSAP "adopt(ed) and implement(ed) programs compliant with best practices on 9-1-1 acute/traumatic and chronic stress management" per MD Code, Public Safety, § 1-304.2(a)(b)? If yes, provide details.		
8	Has your county provided the PSAP staff with implicit bias training? If yes, how many hours was the class and how was it delivered?		
9	Do you have any funding issues concerning any of your training efforts?		
10	Do you have any problems scheduling employees to attend Maryland 9-1-1 Board funded training programs?		
11	Can we better schedule or improve Maryland 9-1-1 Board funded training delivery to enhance participation efforts?		
12	What future topics and classes would you like to see offered by the Board?		

	Comment	Response	Explanation or Additional Comments
1	We will review some common issues with funding requests and requests for payments.		
2	We will need to inspect any new equipment that the Board has recently funded.		