FY2014 PSAP Administrative Rule Compliance Report

REVIEW ITEMS	Bon Homme County 911	Brookings PD	Brown County Communications	Butte County Dispatch Center	Central SD Comm.	Charles Mix County 911	Clay County Em Svs	Custer County Comm Center	Deuel County SO	Fall River County SO	Huron PD	Lake County 911 Communications	Lawrence County 911	Lincoln County Communications	Marshall County 911	Meade County Telecom	Metro Communications Agency	Miner County Dispatch	Mitchell PD	Moody County Emergency	North Central Regional E911 Ctr (Mobridge)	Pennington County 911	Roberts County SO	Spearfish PD	Spink County SO	Union County SO	Watertown PD	Winner PD	Yankton PD	Non-Compliant PSAPs
Date of Last Review		07/30/2013	08/27/2013	12/04/2012	08/08/2013			12/03/2012		12/03/2012	08/28/2013	02/26/2014	12/05/2012	07/16/2013	03/13/2014	12/05/2012	07/16/2013	02/26/2014	06/27/2013	02/25/2014	08/29/2013	07/09/2013	03/12/2014	12/04/2013	03/13/2014		07/30/2013	08/06/2013		
50:02:04:02 General Operational Standards																														
1. PSAP Operational 24/7, 365		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		
2. Staffed with 2 at all times (N/A until NG911 deployed)		X	X	N/A But no	X			N/A But no		N/A But no	X	N/A But no	N/A But no	X	N/A But no	X	X	N/A But no	X	N/A But no	X	X	X	N/A But no	N/A But no		X	X		10
3a. Hearing test		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
3b. Pre-employee drug screen		X	X	X	X			NO		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO		X	X		2
3c. Basic background check		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3c1. Felony convictions		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
4. Documented training program		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	NO	X	X	X	X	X		X	X		1
4a. Receiving, processing, transmitting, dispatching calls		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	NO	X	X	X	X	X		X	X		1
4b. Emergency and non-emergency calls		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	NO	X	X	X	X	X		X	X		1
4c. Calls for LE, Fire, medical, other		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	NO	X	X	X	X	X		X	X		2
4d. Categorization of calls		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	NO	X	X	NO	X	X		X	X		3
5. Prioritize calls for service		X	X	X	X			X		X	X	X	X	X	NO	X	X	NO	X	X	X	X	NO	X	X		X	X		3
6. Determine appropriate resources to send		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
50:02:04:03 Call taking standards																														
1. Fire and LE protocols		X	X	X	X			X		X	X	X	X	X	NO	X	X	NO	X	NO	X	X	NO	X	X		X	X		4
Policy requiring Fire and LE protocols		X	X	NO	X			X		X	X	X	X	X	NO	NO	X	NO	X	NO	X	X	NO	X	X		X	X		6
2. Use recognized EMD		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	NO	X	X	X	X	NO		X	X		2
3. Written procedure requiring:		X	X	NO	X			X		X	X	NO	X	X	X	X	X	X	X	NO	X	X	X	X	X		X	X		3
3a. Date and time of request for service		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3b. Name, address of requester if available		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3c. Type of incident reported		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3d. Location of incident reported		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3e. Description of resources assigned		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3f. Time of dispatch		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3g. Time of resource arrival		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3h. Time of incident conclusion		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
4. Written procedure of misdirected calls		X	X	NO	X			X		X	X	X	X	X	X	NO	X	X	X	NO	X	X	X	X	X		X	X		3
5. Written procedure for hand up calls		X	X	NO	X			X		X	X	X	X	X	X	NO	X	X	X	NO	X	X	X	X	X		X	X		3
6. Written procedure for non-English speaking callers		X	X	X	X			NO		X	X	X	X	X	NO	NO	X	X	X	NO	X	X	X	X	X		X	X		4
7. Capability to handle deaf/hearing impaired/mute callers		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:04 Communication with field units.																														
1. Capability to directly/immediately dispatch fire, LE, Medical		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
2. 2-way communication with all units		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
50:02:04:05 Facilities and equipment.																														
1a. Prevent direct access to dispatchers		X	X	X	X			X		X	X	X	X	X	NO	X	X	NO	X	X	X	X	X	X	NO		X	X		3
1b. No access to PSAP equipment		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	NO		X	X		2
2. Two hours of electrical power		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X		X	X		1
UPSs for power spikes, lightening, etc.		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
Documented monthly testing of generator		X	X	X	X			X		NO	X	X	X	X	NO	X	X	X	X	NO	X	X	NO	X	NO		X	X		5
3. Written procedure for back up PSAP		X	X	NO	X			X		X	X	NO	X	X	NO	NO	X	NO	X	NO	X	X	NO	X	NO		X	X		8
Ability to be at back up PSAP w/in 60 min		X	X	NO	X			X		X	X	NO	X	X	X	X	X	NO	X	NO	X	X	NO	X	X		X	X		5
4. Written procedure for comp. security and preservation of data		X	X	X	X			NO		X	X	NO	X	X	NO	X	X	X	X	NO	X	X	NO	X	NO		X	X		6
5. Immediate playback of calls and radio traffic		X	X	X	X			X		X	X	X	X	X	NO	X	X	X	X	X	X	X	X	X	X		X	X		1
6. Alternate method of answering 911 calls		X	X	NO	X			X		X	X	NO	X	X	NO	X	X	X	X	X	X	X	NO	NO	X		X	X		5
50:02:04:06 Technical standards.																														
1. PSAP receives on wireline call:		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1a. Call back phone number		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1b. Class of service code		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1c. Billing name on account		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1d. Physical address of phone		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1e. Community name where call is located		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1f. Pilot number		X	X	X	X			X		X	X	X	X	X	NO	X	X	NO	X	X	X	X	X	X	X		X	X		2
1g. ESN code		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
1h. Telephone company provider code		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	X	X	X	X	X	X		X	X		1
1i. PSAP code		X	X	X	X			X		X	X	X	X	X	X	X	X	NO	X	X	X	X	NO	X	X		X	X		2
1j. LE, Fire and Medical responders		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X		X	X		1
PSAP recieves on wireless call:																														
1a. Call back phone number		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1b. Class of service code		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1c. ESRK number		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1d. Name of wireless company		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1e. Physical address of cell site		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1f. Community name where cell site is		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1g. Wireless ESN number for PSAP		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1h. Wireless providers company code		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
1i. Latitude and longitude of caller handset		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
2. Current mapping of service area		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
Use lat/long to plot call		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
50:02:04:07 Financial standards.																														
1. Maintain special revenue fund for 911		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
2. Use generally accepted accounting principals		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
3. Adopted an annual PSAP budget		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
Budget was submitted to the board		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	NO		X	X		2

Includes all appropriations and means of financing		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	NO		X	X		2
4. Deposits all 911 funds and interest in fund		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
5. Submitted Annual 911 Fund Financial report		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
Submitted by March 31st.		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
6. All other revenues generated deposited and identified		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
7. Grant funds from board are deposited and expended from fund		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X		X	X		0
8. All recurring/non-recurring costs are allowable		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:08 PSAP allowable recurring and nonrecurring costs.																														
1. Costs directly related to installation/maintenance/operation of the PSAP		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:09 Recurring Costs.																														
1a. At least 50% of employee time is PSAP duties		X	X	NO	X			NO		NO	X	X	X	X	X	NO	X	X	X	X	X	X	X	X	X		X	X		4
1b. County 911 Coordinator wages/time are proportional		X	X	****	X			****		****	X	X	****	X	X	****	X	X	X	X	X	X	X	X	X		X	X		0
2. Allowable PSAP operation costs		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:10 Nonrecurring costs.																														
1. Real property, pro-rated to % occupied by PSAP		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
2. Major improvements/remodle costs to PSAP		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
3. Furniture and equipment		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
4. Software and data for PSAP		X	X	X	X			X		X	X	X	X	X	X	X	X	X	X	X	X	X	NO	X	X		X	X		1
50:02:04:11 Communication equipment allowed or disallowed as nonrecurring costs																														
1. Allowable non-recurring communication equipment		X	X	****	X			****		****	X	X	****	X	X	****	X	X	X	X	X	X	NO	****	X		X	X		1
50:02:04:12 Physical addressing costs allowed or disallowed as nonrecurring costs.																														
1. Only allowable addressing costs		X	X	****	X			****		****	X	X	****	X	X	****	X	X	X	X	X	X	NO	****	X		X	X		1
50:02:04:13 Compliance Reviews.																														
1. Meet the geographic or population requirements		X	X	****	X			****		****	X	NO	****	X	NO	****	X	NO	X	NO	X	X	NO	****	NO		X	X		6
Total number of non-compliant responses by PSAP		**0**	**0**	**8**	**0**			**4**		**2**	**0**	**6**	**0**	**0**	**12**	**6**	**0**	**14**	**0**	**17**	**0**	**0**	**28**	**2**	**10**		**0**	**0**		

**** This question was added after the review took place, so it has not been reviewed.