

Checklist for Compliance Reviews – Recommended Best Practice*

Administrative:

- The county's 9-1-1 plan
- List of appropriate PSAP managers and their phone numbers
- Additional information as needed (i.e. ballot language, 9-1-1 board by-laws, meeting minutes, etc.)

Operational:

- Emergency back-up systems, including call re-routing, UPS, generator, and policy for general emergencies and equipment
- Routine staffing levels
- Duties of staff
- Supervisory, technical, and administrative support
- Radio System
- CAD
- Mapping
- MSAG Maintenance
- Policies and procedures, including, but not limited to:
 - Training
 - Call intake
 - Closest Car (when applicable)
 - Wireless 9-1-1
 - Trouble reporting (incorrect ALI, equipment failure, etc.)
 - VoIP 9-1-1
 - Facility Security
 - EMD (if applicable)
 - Recording
 - LEIN
 - Emergency/equipment failure procedures
 - MDTs/AVL (if applicable)
- Interpreter Service Access
- Training
 - Documented Program
 - Video Relay Service and TTY
 - Phase I & II, VoIP

Facilities:

- Security of dispatch center/comm room
- Break/restroom areas for dispatchers

Funding:

- 9-1-1 budgets for each PSAP in the county for the current year and at least the two years prior to that.
- Copies of agreements for fund distribution between the county and PSAPs (if there is more than one PSAP in the County).
- Copies of budgetary reports or journals including the line items for 9-1-1 fund receipts and expenditures for each PSAP for the current year and at least the two years prior to that.
 - Copies of vouchers may also be requested
 - Proof of earned interest following principal
- Copy of indirect and administrative costs and calculation, if they are being charged to 9-1-1.
- Copy of wireless training funds, revenue journal entries and expenditures, and completed DTS-510 forms to date for each PSAP that received State 9-1-1 Committee Training Funds.
- Written description of fund distribution (wireless and wireline) for all PSAPs.

Effective May 1, 2009

**State 9-1-1 Committee
October 6, 2008**