

State 911 Committee  
**SNC-700 Pre-Compliance Review Information Request**

**SECTION 1: PRIMARY PSAP BACKGROUND INFORMATION (REQUIRED)** *(to be completed by each primary PSAP director within the county)*

- I. Name, title, and contact information of the person in charge of the 911 communications center.

Official name of the communications center: \_\_\_\_\_

Director Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

Website: \_\_\_\_\_

- II. Physical address and telephone number of the 911 communications center.

Street Address: \_\_\_\_\_

City and Zip Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

- III. Name, title, and contact person for the compliance review, if different from above.

Contact Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_ Telephone: \_\_\_\_\_

- IV. How is the 911 communication center governed?

A. Authority Yes  No

B. County department Yes  No

C. Municipality Yes  No

D. Other: \_\_\_\_\_

**SECTION 2: BUDGETARY (REQUIRED)** *This section is related to surcharge funding only.*

(TO BE COMPLETED BY EACH PRIMARY PSAP THAT RECEIVES STATE OR LOCAL 911 SURCHARGE FUNDS WITHIN THE COUNTY.) Please do not repeat any amounts listed on the form. For example, if an expense is listed as a "Capital Improvement", do not list it also in "Hardware Costs".

**While completing the following questions, if answering "yes" be sure to complete the related section in the SNC-701 form and provide the corresponding ledger.**

- I. Personnel costs (directly attributable to the delivery of 911 services, such as directors, supervisors, telecommunicators, call takers, technical staff, support staff).

A. Is your 911 communications center director's salary covered by 911 surcharge funds?

Yes  No

- i. If yes, what percentage of his/her salary is covered by 911 surcharge funds?  
\_\_\_\_\_
- B. Does the 911 communications center director serve dual functions, such as a director who works at communication part-time and is also in charge of Emergency Management part-time? Yes  No
- C. Is there a deputy director? Yes  No 
  - i. If yes, what percentage of his/her salary is covered by 911 surcharge funds?  
\_\_\_\_\_
- D. Are there supervisors? Yes  No 
  - i. If yes, what percentage of their salaries are covered by 911 surcharge funds?  
\_\_\_\_\_
- E. Are your 911 full-time telecommunicators wages covered by 911 surcharge funds? Yes  No 
  - i. If yes, what percentage of their salaries are covered by 911 surcharge funds?  
\_\_\_\_\_
- F. Are your 911 part-time telecommunicators wages covered by 911 surcharge funds? Yes  No 
  - i. If yes, what percentage of their salaries are covered by 911 surcharge funds?  
\_\_\_\_\_
- G. Do any of the aforementioned employees also serve as a records clerk, law enforcement, or corrections officer? Yes  No 
  - i. If yes, how many positions: \_\_\_\_\_
  - ii. If yes, what percentage of their salaries are covered by 911 surcharge funds?  
\_\_\_\_\_
- H. Is there administrative support specific for communications? Yes  No 
  - i. If yes, what percentage of their salaries is covered by 911 surcharge funds?  
\_\_\_\_\_
- I. Does the center have technical support? Yes  No 
  - i. IT support? Yes  No 
    - a. If yes, what percentage of his/her salary is covered by 911 surcharge funds? \_\_\_\_\_
    - b. If yes, is this contracted support or internal support? \_\_\_\_\_
  - ii. MSAG? Yes  No 
    - a. If yes, what percentage of his/her salary is covered by 911 surcharge funds? \_\_\_\_\_
    - b. If yes, is this contracted support or internal support? \_\_\_\_\_
  - iii. Radio system? Yes  No

- a. If yes, what percentage of his/her salary is covered by 911 surcharge funds? \_\_\_\_\_
- b. If yes, is this contracted support or internal support? \_\_\_\_\_
- iv. CHE? Yes  No 
  - a. If yes, what percentage of his/her salary is covered by 911 surcharge funds? \_\_\_\_\_
  - b. If yes, is this contracted support or internal support? \_\_\_\_\_
- v. Other? \_\_\_\_\_
  - a. If yes, what percentage of his/her salary is covered by 911 surcharge funds? \_\_\_\_\_
  - Identify: \_\_\_\_\_

II. Which of the following facility costs of the 911 communications center are charged to 911 surcharge funds?

- A. Capital improvements for construction, remodeling, or expansion of the communications center Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_  
Percentage charged to other: \_\_\_\_\_
- B. Electrical/heat/AC/water Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_  
Percentage charged to other: \_\_\_\_\_
- C. Fire suppression system Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_  
Percentage charged to other: \_\_\_\_\_
- D. Cleaning, maintenance, trash removal Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_  
Percentage charged to other: \_\_\_\_\_
- E. Telephone Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_  
Percentage charged to other: \_\_\_\_\_
- F. Generator/UPS and grounding Yes  No 
  - i. Facility shared with other municipalities or departments? Yes  No   
Percentage charged to 911 and 911 use only: \_\_\_\_\_

Percentage charged to other: \_\_\_\_\_

G. Insurance Yes  No

i. Facility shared with other municipalities or departments? Yes  No

Percentage charged to 911 and 911 use only: \_\_\_\_\_

Percentage charged to other: \_\_\_\_\_

H. Office supplies Yes  No

i. Facility shared with other municipalities or departments? Yes  No

Percentage charged to 911 and 911 use only: \_\_\_\_\_

Percentage charged to other: \_\_\_\_\_

I. Printing and copying Yes  No

i. Facility shared with other municipalities or departments? Yes  No

Percentage charged to 911 and 911 use only: \_\_\_\_\_

Percentage charged to other: \_\_\_\_\_

J. Furniture Yes  No

i. Facility shared with other municipalities or departments? Yes  No

Percentage charged to 911 and 911 use only: \_\_\_\_\_

Percentage charged to other: \_\_\_\_\_

III. Which of the following trainings or memberships are charged directly to 911 surcharge funds?

**(Do not include items documented on the DTS 510 that utilizes SNC training funds)**

A. On-the-job training

i. For staff directly in the delivery of 911 Yes  No

ii. For staff not directly attributable to 911 Yes  No

B. Vendor provided training

i. For staff directly in the delivery of 911 Yes  No

ii. For staff not directly attributable to 911 Yes  No

C. Conferences

i. For staff directly in the delivery of 911 Yes  No

ii. For staff not directly attributable to 911 Yes  No

D. Travel and lodging as necessary

i. For staff directly in the delivery of 911 Yes  No

ii. For staff not directly attributable to 911 Yes  No

E. Membership in association (APCO, NENA, etc.)

i. For staff directly in the delivery of 911 Yes  No

ii. For staff not directly attributable to 911 Yes  No

IV. Which of the following hardware, software, connectivity, and peripherals are directly attributable to the delivery of 911 services at the communications center and are charged to 911 surcharge funds?

- A. Call handling equipment Yes  No
  - B. Remote CHE hardware/modems Yes  No
  - C. Computer-aided communication Yes  No
  - D. Radio system (consoles, infrastructure, field equipment) Yes  No
  - E. LEIN costs for communication purposes Yes  No
  - F. Paging system, pagers, and related costs Yes  No
  - G. Voice logging equipment Yes  No
  - H. Mobile data systems Yes  No
  - I. GIS/mapping systems/AVL systems Yes  No
  - J. Alarms/security systems Yes  No
  - K. Connectivity for any of A-J above Yes  No
  - L. Maintenance/service agreements for any of A-J above Yes  No
  - M. Software licensing of any A-J above Yes  No
  - N. Associated database costs for any A-J above Yes  No
- V. Which of the following vehicle costs (staff vehicle, pool car, mileage reimbursement, fuel, etc.) are directly attributable to the delivery of 911 services at the communications center and are charged to 911 surcharge funds?
- A. Travel for meetings Yes  No
  - B. Travel for MSAG verification and testing Yes  No
  - C. Travel for 911 public education purposes Yes  No
- VI. Which of the following professional services are directly attributable to the delivery of 911 services at the communications center and are charged to 911 surcharge funds?
- A. Attorney fees Yes  No
  - B. Architect fees Yes  No
  - C. Auditor fees Yes  No
  - D. Consultant fees Yes  No
  - E. Insurance fees Yes  No
- VII. Are public information fees, not directly attributable to the delivery of 911 services, charged to 911 surcharge funds? Yes  No
- VIII. Is the earned interest following the principle credited to your 911 budget by the county? Yes  No
- A. If not, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**SECTION 3: OPERATIONAL (OPTIONAL)**

- I. How many law enforcement agencies are served by this communications center? \_\_\_\_\_

Please list names below:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

II. How many emergency medical service agencies are served by this communications center? \_\_\_\_\_

Please list names below:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

III. How many fire departments are served by this communications center? \_\_\_\_\_

Please list names below:

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

IV. The following help to determine whether your agency has a policy in place that corresponds with the Best Practices document. Please indicate yes or no appropriately; if the answer is yes, please enter the last revision date.

- A. Documented training program      Yes  Date \_\_\_\_\_ No
- B. Job description for all levels      Yes  Date \_\_\_\_\_ No
- C. Call intake
  - i. Emergency calls      Yes  Date \_\_\_\_\_ No
  - ii. Non-emergency calls      Yes  Date \_\_\_\_\_ No
  - iii. VoIP 911 calls      Yes  Date \_\_\_\_\_ No
  - iv. Text to 911 calls      Yes  Date \_\_\_\_\_ No

- v. TTD/TTY/RTT 911 calls Yes  Date \_\_\_\_\_ No
- vi. Calls outside of the jurisdiction Yes  Date \_\_\_\_\_ No
- D. Closest car Yes  Date \_\_\_\_\_ No
- E. Wireless 911 Yes  Date \_\_\_\_\_ No
- F. Trouble reporting Yes  Date \_\_\_\_\_ No 
  - i. CHE (911 equipment) Yes  Date \_\_\_\_\_ No
  - ii. CAD equipment Yes  Date \_\_\_\_\_ No
  - iii. Radio equipment Yes  Date \_\_\_\_\_ No
  - iv. Administrative phone lines Yes  Date \_\_\_\_\_ No
  - v. MSAG Yes  Date \_\_\_\_\_ No
- G. Facility security Yes  Date \_\_\_\_\_ No
- H. Emergency Medical Dispatch Yes  Date \_\_\_\_\_ No 
  - i. Quality Assurance Yes  Date \_\_\_\_\_ No
- I. Emergency Fire Dispatch Yes  Date \_\_\_\_\_ No 
  - i. Quality Assurance Yes  Date \_\_\_\_\_ No
- J. Emergency Police Dispatch Yes  Date \_\_\_\_\_ No 
  - i. Quality Assurance Yes  Date \_\_\_\_\_ No
- K. Recording (radio and telephone) Yes  Date \_\_\_\_\_ No
- L. LEIN Yes  Date \_\_\_\_\_ No
- M. MDTs/AVL Yes  Date \_\_\_\_\_ No 
  - i. Law enforcement agencies Yes  Date \_\_\_\_\_ No
  - ii. Fire departments Yes  Date \_\_\_\_\_ No
  - iii. EMS agencies Yes  Date \_\_\_\_\_ No
- N. Emergency Alert System Yes  Date \_\_\_\_\_ No 
  - i. Weather Alerting System Yes  Date \_\_\_\_\_ No
  - ii. Community Mass Notification Yes  Date \_\_\_\_\_ No
  - iii. Traffic Alerting System Yes  Date \_\_\_\_\_ No
- O. Continuation of operating plan Yes  Date \_\_\_\_\_ No
- V. Do you have access to interpreter services? Yes  No

Vendor: \_\_\_\_\_

- VI. Does the center has a Tactical Interoperable Communications (TIC) plan? Yes  No

This completed questionnaire and the financial reports must be returned to the Certification Analyst electronically or by physical mail by the deadline given in the official notification.

Email  
[Ms. Lyndsay Stephens](#)

U.S. Mail

State 911 Administrative Office  
Attn: Ms. Lyndsay Stephens  
PO Box 30634  
Lansing, MI 48909

Questions may be directed to Ms. Lyndsay Stephens at the State 911 Administrative Office at 517-375-4402.