

Functional and perational Planning	Standards	Security/Continuity of Operations	Human Resources/Training	Evaluation
All traditional wireline and ss calls within the state route to P enabled to receive Enhanced 911) data and route to an priate dispatcher.	ST1: Standards and best practices have been identified and implemented at the state level.	SC1: The state has business continuity of operations plans (COOP) for 911 to ensure continuous operations.	HR1: The state has minimum/essential telecommunicator training requirements.	EV1: The state fosters the c evaluation of statewide syste quality performance.
The state is pursuing full nentation of emergency medical ch (EMD).	ST2: The state requires specific operational standards for PSAPs to ensure a minimum level of service delivery.	SC2: Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.	HR2: The state recommends PSAPs have a professional code of ethics for telecommunicators.	EV2: The state has a compl and standardized quality ass (QA) process for call process
Provisions exist for language retation capabilities statewide.	ST3: The state has defined PSAP performance standards.	SC3: The state has a plan and procedures to safeguard information from unauthorized use, disclosure or modification, damage or loss.	HR3: All emergency communications staffing positions have an associated job description.	EV3: The state collects info and data for evaluation and purposes.
The state provides guidelines retention of 911 call records 11 related data.	ST4: The state requires specific interface standards for the exchange of 911 related data between functional entities.	SC4: The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.	HR4: Comprehensive pre-employment screening for telecommunicators exists within the statewide system.	EV4: The state utilizes state collected data for evaluation purposes.
The state requires a data p plan.	ST5: The state has minimum standards for emergency call processing protocols.	SC5: The state has a plan and procedures that address the logical security of the system and network.	HR5: The state recommends regular staff performance evaluations are conducted locally.	EV5: The state has guidelin on specific metrics, for meas managing telecommunicator levels.
State-level guidance exists for safety's use of social media.	ST6: The state program fosters the adoption of technical and/or operational consensus standards and requirements.	SC6: The state has a plan for physical security and access control.	HR6: The state has a telecommunicator certification program.	
Statutory environment provides edical oversight of the policies rocedures governing the use of ency medical protocols.		SC7: PSAP facilities and system facilities are planned, designed and constructed according to accepted site selection and construction standards and best practices.	HR7: The state has continuing education guidelines for operational staff.	
The state has a formalized as and communication plan for e management.			HR8: The state has a comprehensive stress management program accessible statewide.	
The state monitors and es compliance of 911 related ions of the Americans with lities Act (ADA).				

