Appendix B - Guidelines Synopsis

Statutory and Regulatory

SR1: The statutory environment provides for comprehensive statewide 9-1-1 coordination.

SR2: The state has a designated state 9-1-1 coordinator.

SR3: The statutory environment defines jurisdictional roles and responsibilities

SR4: The statutory environment provides for dedicated and sustainable 9-1-1 funding.

SR5:The statutory environment prohibits the use of 9-1-1 funds for purposes other than those defined in the state's 9-1-1 statute.

SR6: The statutory environment authorizes the operation of a 9-1-1 system.

SR7: The statutory environment provides for interlocal cooperation.

SR8: The statutory environment enables and allows public and private cooperation in providing 9-1-1 services required by statute.

SR9: The statutory environment provides contractual authority to procure and/or operate statewide 9-1-1 components.

SR10: The state fosters an open and competitive procurement of 9-1-1 services.

SR11: The statutory environment provides liability protection.

SR12: The statutory environment fosters the adoption of technical and operational consensus standards for the statewide system.

SR13: A mechanism is in place for periodic reviews of statutes and regulations.

SR14: The statutory environment provides for stakeholder involvement.

SR15: Service providers that deliver and/or enable telecommunications services to the public are involved in the 9-1-1 system.

SR16: The statutory environment provides for a comprehensive quality assurance (QA) program for the 9-1-1 system.

SR17: The statutory environment provides comprehensive quality assurance (QA) for call handling.

SR18: The statutory environment provides for training.

SR19: The statutory environment provides for professional certification and accreditation.

SR20: Statute exists for the provision of emergency medical dispatch (EMD).

SR21: Statutory environment provides for medical oversight of the policies and procedures governing the use of emergency medical protocols.

SR22: The statutory environment provides for public education.

SR23: The statutory environment provides for the collection of 9-1-1 system data.

SR24: The statutory environment has rules for retention of 9-1-1 call records and 9-1-1 related data.

SR25: The statutory environment defines confidentiality and disclosure of 9-1-1 records.

SR26: A statute/regulation exists that addresses multi-line telephone systems (MLTS) statewide for 9-1-1.

SR27: The statutory environment identifies 9-1-1 as an essential government service for States that are able to make that distinction.

Governance

GV1:The state has a comprehensive statewide 9-1-1 plan.

GV2: An entity has authority and responsibility for statewide 9-1-1 coordination.

GV3: Stakeholder groups participate in 9-1-1 planning, implementation, and changes.

GV4: A statewide board or advisory council provides input and oversight for statewide 9-1-1 system coordination.

GV5: The state facilitates working relationships between 9-1-1 and groups within the state that interact with 9-1-1.

GV6: The ability exists within the state to facilitate essential partnerships statewide, across state lines, and for specific strategic purposes.

GV7: The state provides a statewide governance model for resource sharing and agreements between jurisdictions.

Functional and Operational Planning

OP1: All traditional wireline and wireless calls within the state route to a PSAP enabled to receive Enhanced 9-1-1 (E9-1-1) data, and route to an appropriate dispatcher.

OP2: The state is pursuing full implementation of emergency medical dispatch (EMD).

OP3: Provisions exist for interpretation capabilities statewide.

OP4:The state provides guidelines for the retention of 9-1-1 call records and 9-1-1 related data.

OP5: The state requires a data backup plan.

OP6: State-level guidance exists for public safety's use of social media.

OP7: Statewide support and coordination exist for managing/ operating emergency notification systems (ENS).

OP8: The state has a formalized process and communication plan for change management.

OP9: The State monitors and enforces compliance of 9-1-1 related provisions of the Americans with Disabilities Act.

Standards

ST1: Standards and best practices have been identified and implemented at the state level.

ST2: The state requires specific operational standards for PSAPs to ensure a minimum level of service delivery.

ST3: The state has defined PSAP performance standards.

ST4: The state requires specific interface standards for the exchange of 9-1-1 related data between functional entities.

ST5: The state has minimum standards for emergency call processing protocols.

ST6:The state program fosters the adoption of technical and/or operational consensus standards and requirements.

Security/Continuity of Operations

SC1: The state has business continuity of operations plans (COOP) for 9-1-1 to ensure continuous operations.

SC2: Plans are in place statewide that define and meet needs and priorities to respond to and recover from a disaster.

SC3: The state has a plan and procedures in place to safeguard information from unauthorized use, disclosure or modification, damage or loss.

SC4: The state has a procedure that ensures confidentiality of information to the extent permitted and/or required by law.

SC5: The state has a plan and procedures that address the logical security of the system and network.

SC6: The state has a plan for physical security and access control.

SC7: PSAP facilities and system facilities are planned, designed and constructed according to accepted site selection standards and best practices.

Human Resources/ Training

HR1:The state has minimum / essential telecommunicator training requirements.

HR2: The state recommends PSAPs have a professional code of ethics for telecommunicators.

HR3: All emergency communications staffing positions have an associated job description.

HR4: Comprehensive pre-employment screening for telecommunicators exists within the statewide system.

HR5: The state recommends regular staff performance evaluations be conducted locally.

HR6: The state has a telecommunicator certification program.

HR7: The state has continuing education guidelines for operational staff.

HR8: The state has a comprehensive stress management program accessible statewide.

Evaluation

EV1:The state fosters the ongoing evaluation of statewide system(s) quality performance.

EV2: The state has a comprehensive and standardized quality assurance (QA) process for call processing.

EV3: The state collects information and data for evaluation and planning purposes.

EV4: The state utilizes statewide collected data for evaluation purposes.

EV5: The state has guidelines, based on specific metrics, for measuring and managing telecommunicator staffing levels.

Public Education

PE1: The state has an effective public education program that includes information about the capabilities and appropriate use of 9-1-1.

PE2: The state has a 9-1-1 education program for appointed/elected officials and policy makers.

PE3: The state has identified special needs populations and developed specific educational programs for each.

PE4: The state has specific 9-1-1 educational programs for children at all grade levels.

PE5: The state has an educational program for emergency responders.