



CAPITAL AREA EMERGENCY COMMUNICATIONS DISTRICT

PSAP Procedures Manual

Effective January 13, 2021

I. INTRODUCTION

- A. The Capital Area Emergency Communications District (“CAECD”) is a regional emergency communications district and political subdivision of the State of Texas organized and operating under Chapter 772, Subchapter G of the Local Government Code, as amended. CAECD has developed a Strategic Plan to guide the District and provide a framework for program development, future planning, and a five-year funding plan.
- B. This manual, including all exhibits, sets forth policies and procedures designed to provide uniform rules to foster the most effective and efficient emergency communications practices and promote a safe, productive working environment for Telecommunicators and other emergency communications employees in the agencies participating in the emergency communications program.
- C. The manual is maintained by the Capital Area Council of Governments (CAPCOG) Emergency Communications Division. Proposed changes in the manual are developed in coordination with the Public Safety Answering Point (PSAP) Managers Group; reviewed by the CAECD Strategic Advisory Committee; and then submitted to the CAECD Board of Managers for approval before taking effect.

II. PURPOSE

In partnership with local governments, public safety agencies and emergency responders, CAECD is committed to providing quality implementation of emergency communications services. This is accomplished by following the Vision, Mission and Guiding Principles detailed in the CAECD Strategic Plan.

III. DEFINITIONS

9-1-1 Database Coordinator: An agent of a Public Agency who maintains address databases and GIS data on behalf of a set of PSAPs.

Annual Budget: The CAECD budget plan which outlines the requirements for the operation of 9-1-1 service and other emergency communications throughout the district. The plan is updated annually and includes a projection of revenue and expenses by fiscal year. The plan is reviewed by the CAECD Strategic Advisory Committee and approved by the District Board of Managers.

Equipment: As used in this manual means an article of nonexpendable tangible personal property having a useful life of more than one year and an acquisition cost of \$5,000 or more per unit.

Ancillary Equipment: Includes, but is not limited to, all 9-1-1 database components, call recorders, printers, and power generation units.

Emergency Communications Equipment: Includes, but is not limited to, repeaters, interfaces, dispatch radio, computer aided dispatch connectivity, notification systems, and emergency management coordination software.

PSAP Equipment: Includes, but is not limited to, all 9-1-1 call processing components, workstations, servers, routers, switches, software, and uninterruptable power supplies.

PSAP Manager: An agent of a Public Agency designated with oversight responsibility for a PSAP.

Public Agency: Any unit of local government, special purpose district or educational institution located within the region, which provides police, firefighting, medical or other emergency services or has authority to do so.

Public Safety Answering Point (PSAP): An entity responsible for receiving 9-1-1 calls and processing those calls according to a specific operational policy.

Strategic Plan: Refers to the current version of the *Capital Area Emergency Communications District Strategic Plan*. The plan establishes a framework to advance 9-1-1 technologies and related emergency communication services in the CAECD region.

IV. ADMINISTRATION AND FINANCE

- A. Annually, CAECD enters into an Interlocal contract with each of the local governments and educational institutions (collectively, the "Public Agencies") operating a PSAP in the district and with each Public Agency who maintains address databases and/or GIS data on behalf of a PSAP. The Interlocal contract describes the rights and duties of CAECD and the Public Agencies in implementing the Next Generation 9-1-1 emergency system and the 9-1-1 database and GIS data in the district.
- B. Each Interlocal contract specifies the total not-to-exceed amount allocated to the Public Agency for the period of time covered by the Interlocal contract.
- C. The annual budget may also contain specific amounts in support of 9-1-1 operations or other emergency communications functions for each of the Public Agencies. These budgeted amounts may be paid directly by CAECD or reimbursed to the Public Agency as outlined in Section V.
- D. The CAECD fiscal year is October 1st - September 30th.

V. PROCURING GOODS AND SERVICES

A. Reimbursement

- 1. If the item to be procured has been approved by CAECD and funding has been included in the annual budget, the Public Agency may procure the item according to its own procurement policy and request reimbursement from CAECD via letter or email signed by an individual identified in Section V.D.1. The request must include supporting documentation such as purchase orders, invoices, receipts, and proof of payment. A request for reimbursement of personnel costs must include a copy of the Public Agency's payroll voucher or other payment document for the period covered by the request.
- 2. Requests for reimbursement should be submitted as soon as possible after receipt of the item. For procurements that may not be completed in the approved fiscal year, the Public Agency must notify CAECD/CAPCOG staff prior to August 1.
- 3. CAECD/CAPCOG staff will verify information submitted with the reimbursement request. Reimbursement to the Public Agency will be made within 45 calendar days of receipt of properly documented requests.

B. Direct Purchase

- 1. CAECD will procure and retain ownership of all PSAP 9-1-1 equipment.

2. When CAECD has budgeted specific amounts in support of 9-1-1 operations or other emergency communications functions for a Public Agency, the preferred method of payment is reimbursement. However, if the purchase is of at least \$250,000 and purchase is a potential hardship to the Public Agency, the Public Agency may request advance funding.
 - a. The ancillary or emergency communications equipment must have been approved by CAECD in accordance with the Strategic Plan and for which funding has been included in the annual budget. The Public Agency should indicate that advance funding will be required at the time the purchase is approved by CAECD.
 - b. The request must include a timeline showing the projected procurement schedule and anticipated date funds must be available.
 - c. Upon CAECD approval of advanced funding, an Interlocal agreement may be executed between the CAECD and the Public Agency for the purchase. The Public Agency may then procure the item according to its own procurement policy.
 - d. The Public Agency must provide CAECD/CAPCOG staff with a copy of the final contract, including equipment delivery and payment schedule before advanced funding will be provided.
 - e. If multiple payments for the purchase are scheduled, funds will be advanced only as necessary to meet the payment schedule.
3. The procured items must be delivered directly to the Public Agency. The Public Agency shall notify CAECD/CAPCOG staff via email or telephonically of the item's delivery and condition upon receipt. The Public Agency will also forward a copy of the packing receipt to CAECD/CAPCOG staff.

C. Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses

1. It shall be the policy of CAECD to assist small, disadvantaged business enterprises (DBEs), minority business enterprises (MBEs), women-owned businesses, and historically underutilized businesses (HUBs) in learning how to do business with CAECD and its contractors and subcontractors. It shall be the further policy of CAECD that these sources shall have the maximum feasible opportunity to compete.
2. The Public Agency shall comply with CAPCOG's Small, Disadvantaged, Minority, Women-Owned and Historically Underutilized Businesses; Federal Assistance or Contract Procurement Requirements as contained in the effective

CAPCOG Procurement Policy when procuring goods and services under its Interlocal contract with CAPCOG.

D. General Requirements

The County Judge, County Auditor, Mayor, City Manager, or an individual authorized in writing by one of these officers must sign any reimbursement or direct purchase request.

VI. OWNERSHIP, USE, MANAGEMENT, MAINTENANCE AND DISPOSITION OF 9-1-1 EQUIPMENT

A. General

1. Public Agency agrees to use any equipment or assets purchased with 9-1-1 funds to carry out CAECD's Strategic Plan.
2. Public Agency agrees not to move, disconnect, relocate, reconfigure, add to, or modify any software, hardware, or other assets purchased with 9-1-1 funds without CAECD/CAPCOG staff's prior written consent.
3. Ancillary equipment may be used in support of multiple programs or services on a cost sharing basis. For example: recorders may be used to support both the 9-1-1 system and a public safety radio system.

B. Ownership

1. The Public Agency owns all GIS database equipment, GIS data, GIS software, ancillary equipment, and emergency communications equipment procured for the Public Agency with 9-1-1 funds.
2. CAECD owns all PSAP 9-1-1 equipment and software installed in each of the PSAPs in the CAECD region and will contract for all maintenance services for the PSAP equipment.

C. Use, Management, Maintenance and Disposition

1. If Public Agency uses any 9-1-1 equipment in violation of CAECD's Interlocal contract or this manual, the Public Agency agrees to cease the misuse immediately upon receipt of CAECD/CAPCOG staff written notice to do so. If Public Agency intentionally or negligently misuses any 9-1-1 equipment and the misuse damages or destroys the 9-1-1 equipment, or diminishes its operating capacity, Public Agency agrees at its own expense either to replace, repair, or restore the 9-1-1 equipment to its full operating capacity within 15 days or as mutually agreed with CAECD/CAPCOG staff. If Public Agency elects to

reimburse CAECD for the repairs, Public Agency agrees to do so within 15 calendar days after receipt of CAECD's invoice.

2. Public Agency agrees to maintain ancillary equipment property records that include a description of the equipment, a serial or other identification number, name of the seller of the equipment, sales price, acquisition date, location and a description of any ultimate disposition of the equipment.
3. Public Agency agrees to physically inventory all ancillary equipment, and to reconcile the results with the property records, at least once each year. Public Agency agrees to insure the ancillary equipment for its replacement cost.
4. Public Agency agrees to maintain all 9-1-1 ancillary and PSAP equipment in good working condition.
 - a. Public Agency agrees to maintain or repair the ancillary equipment at Public Agency's expense. When included in the annual budget, CAECD may share in the maintenance costs for the 9-1-1 portion of the ancillary equipment used in the 9-1-1 system. CAECD/CAPCOG staff can request vendor provided documentation to verify the cost share amount.
 - b. Public Agency agrees to ensure the fueling, regular maintenance, and testing of its emergency generator. Documentation of these actions will be kept on file at the PSAP.
 - c. Public Agency agrees to maintain, repair, and replace emergency communications equipment at Public Agency's expense.
 - d. Public Agency agrees not to encumber, transfer, or dispose of ancillary or emergency communications equipment purchased with CAECD funds without CAECD/CAPCOG staff's prior written consent. If Public Agency determines that such equipment is no longer needed for its intended purpose, Public Agency agrees to inform CAECD/CAPCOG staff in writing of this determination and request to use the equipment for another public purpose or to dispose of the equipment. CAECD/CAPCOG staff agrees to grant this permission in writing. In lieu of disposal CAECD/CAPCOG staff may direct that the equipment be transferred to another local government or to CAECD.

VII. PUBLIC SAFETY ANSWERING POINTS

Public Agencies operating a Public Safety Answering Point within the CAECD Region shall ensure the following requirements are met:

A. General

1. Designate a PSAP Manager to provide a single point of contact for CAECD/CAPCOG staff and its authorized personnel. Using the PSAP Manager Form (Exhibit 2), notify CAECD/CAPCOG staff within 7 calendar days of any PSAP Manager changes during the year. The PSAP Manager shall:
 - a. Attend or designate a representative to attend at least one PSAP Manager's meeting each fiscal year.
 - b. Order public education materials from CAECD using the 9-1-1 Public Education Event Profile Form (Exhibit 2), allowing a minimum of five business days for CAECD/CAPCOG staff to fill the order.
 - c. Update and submit to CAECD/CAPCOG staff the PSAP Communications Plan (Exhibit 3) by the first Friday of December each year.
2. Allow CAECD/CAPCOG staff or its authorized vendor agents coordinated access to all PSAP equipment when requested.
3. Provide a safe and healthy environment for all 9-1-1 Telecommunicators, vendors and guests, including a smoke-free workplace and equipment room.

B. Training

1. Notify CAECD/CAPCOG staff of newly hired 9-1-1 Telecommunicators at the beginning of the quarter following hire. All newly hired Telecommunicators are required to attend Solacom, GeoComm (if applicable), and TTY training within three months of hire or prior to being released to independent duty.
2. Part-time employees and officers temporarily assigned to call taking duties must be trained on the PSAP and TTY equipment prior to taking 9-1-1 calls and must be listed on the PSAP roster.
3. Ensure the cancellation of class attendance for any personnel scheduled for training is completed via the CAECD Training web page at least five business days prior to the start of the class. To cancel a scheduled class, select the "More Information about the class" link on the class page. CAECD may bill the Public Agency as outlined in the Emergency Communications Training Cancellation Policy (Exhibit 4), for the cancellation of any Telecommunicators training with fewer than five business days' advance notice.
4. Ensure that its personnel attending training classes dress professionally, in compliance with the special instructions noted for each class on the CAECD training website.

C. Equipment Operation and Trouble Reporting

1. Monitor the PSAP equipment and report any failures or maintenance issues promptly to the AT&T Service Assurance Center (9-1-1 Resolution Center) using the 9-1-1 Trouble Report Form (Exhibit 5)..
2. Notify CAECD/CAPCOG staff as soon as possible of any major service-affecting issues within the PSAP. This includes events where the PSAP is being evacuated due to local conditions while 9-1-1 service is still functioning.
3. All PSAP and Ancillary equipment shall be tested for proper operation and configuration at least once per quarter. Particular attention should be given to those call taking workstations which are staffed the least amount of time. Testing must include 9-1-1 test calls, placed from wireline and wireless telephones, and include at a minimum the following functions:
 - a. 9-1-1 Call
 - i. Voice
 - ii. ANI/ALI verification (includes proper map plotting)
 - iii. Instant playback recording
 - iv. Printer operation
 - v. Text
 - b. Call Transfer
 - c. Abandoned Call
 - d. TTY Call
 - e. ANI Call-back
 - f. Administrative Call
 - g. Call Rerouting to Backup Agency (previously referred to as Make Busy Switch)
 - h. Ancillary equipment functionality
 - i. Query function
4. Provide detailed information to designated Database Coordinator, within 24 hours of receiving a No Record Found ALI/ANI message.
5. Provide heating and cooling in the PSAP equipment room to maintain a constant temperature between 62° – 70° F and a humidity level between 25 – 45 percent.

D. Security

1. Implement local policies to limit access to all PSAP equipment to authorized public safety personnel and repair technicians.
2. Use the Query Feature of the workstation solely for 9-1-1 purposes in accordance with the Use of 9-1-1 Address Database for Public Safety Purposes Policy

(Section E). Report in writing to CAECD/CAPCOG staff any violation of this policy within 24 hours of discovery.

3. Follow all requirements in CAPCOG's Regional Notification System (RNS) *Policies & Procedures* if the Public Agency participates in the use of the CAPCOG Regional Notification System. [NOTE: CAPCOG's Homeland Security Division manages the CAPCOG RNS.]

E. Use of the 9-1-1 Address Database for Public Safety

1. As stated in the Health and Safety Code §771.061, all information contained in an address database maintained and used in providing 9-1-1 service is confidential and is not available for public inspection; however, there are circumstances that allow public safety personnel the use of the information.
 - a. Calling party reports a life-threatening situation for another person for whom they do not have their address, only a telephone number.
 - b. Felony warrant for an individual and failure to execute the warrant could result in additional harm to the public.
 - c. Found individuals (such as children) who do not know their address, but a telephone number is available.
2. Situations where it is NOT permissible to query the 9-1-1 database for location information include but are not limited to:
 - a. Obtaining location information for personal use or gain.
 - b. Misdemeanor warrants or felony warrants that do not pose a threat to the public safety and welfare.

VIII. EXHIBITS

The following Exhibits, as indicated in Section I.B., are part of this *PSAP Procedures Manual*:

1. PSAP Manager Form
2. 9-1-1 Public Education Event Profile
3. PSAP Communications Plan
4. Emergency Communications Training Cancellation Policy
5. CAECD 9-1-1 Trouble Report Form



PSAP Manager Form

Please return completed form to cmac@capcog.org



This form is to be completed and submitted to CAECD offices within **7 calendar days** of a new PSAP Manager being appointed, or change in Alternate Contact information.

PSAP Name:

Effective Date of Change:

New Manager's Information

Alternate Contact's Information

Name and Title:

Name and Title:

Email Address:

Email Address:

Office Phone Number:

Office Phone Number:

Cellphone Number:

Cellphone Number:

Reason for Change:

24-Hour Contact Number:

PSAP Mailing Address:

PSAP Physical Address:

Additional Alternate Contacts (optional):

PSAP Manager Signature

Date



9-1-1 Public Education Event Profile

Capital Area Council of Governments
Phone: 512-916-6017
Fax: 512-916-6001
www.capcog.org



**Five business days are required for all orders.
Form must be approved and sent by a PSAP Manager.**

Organization or Agency:

Type of event:

Your name:

Location of event:

Date of event:

Name & phone number of event coordinator:

Estimated number of the target audience (orders will be filled as closely as possible)

Adults:

Children:

Senior Citizens:

Special needs:

Spanish-speaking:

Email address to arrange pickup:

Requested pickup date:

Describe how you will incorporate 9-1-1 into your message:

**Please email this completed form to
cmac@capcog.org**

For CAECD Use Only:

Print name: _____

Date: _____

Signature: _____

For CAECD Use Only

Received By:

Date:

Reviewed By:

Date:

PSAP Communications Plan

Please return completed form to

CAECDAccounts@capcog.org

FY 2021

October 1, 2020 – September 30, 2021



Name of PSAP:

PSAP 24-hour number:

Physical Address:

PSAP Manager:

Cell phone number:

Email:

Describe any projects that your PSAP will have during the next 3 fiscal years which would require a CAECD funding request. Examples: PSAP relocations, new building, infrastructure changes, additional 9-1-1 console positions (only list if required documentation has already been provided to CAECD, or if your agency has plans to purchase the equipment directly). **All budgetary plans are pending for funding approval from the Emergency Communications Director, CAPCOG Executive Director, and CAECD Board of Managers.

FY2021: October 1, 2020 – September 30, 2021

No Plans

FY2022: October 1, 2021 – September 30, 2022

No Plans

FY2023: October 1, 2022 – September 30, 2023

No Plans

9-1-1 call-taking jurisdiction:

Dispatch jurisdiction:

Number of call-taking consoles (equipment):

Number of separate dispatching consoles (equipment):

Number of 9-1-1 call-taker positions (employees):

Number of dispatchers (employees):

Number of supervisors:

Equipment/Software

9-1-1 CPE:

Mapping:

CAD:

Radio & frequency band:

Long term recorder:

UPS:

Generator:

Pre-arrival protocols? Y/N

Which protocols (EMD,EFD,EPD):

Vendor:

Admin integrated? Y/N

Additional software being utilized:

Are there any planned changes in jurisdictional boundaries for 9-1-1 calls for service and/or dispatch?

If yes, explain:

No Plans

Are there any planned changes in number of 9-1-1 call taking consoles? Yes No

Only select yes if your agency has already submitted required documentation (located on the CAPCOG website) to CAECD, or if your agency plans to purchase the equipment directly. If yes, please provide detailed timeline.

Are there any planned changes in PSAP equipment or software that will require CAECD coordination or technical support? Yes No

Ex: Changes with/implementation of mapping, CAD, radio, long term recorder, UPS, generator, pre-arrival protocols, console tear down/maintenance, etc.

Signature:

Date:



BASTROP BLANCO BURNET CALDWELL FAYETTE HAYS LEE LLANO TRAVIS WILLIAMSON

Emergency Communications Training Cancellation Policy

CAPCOG provides training for Public Safety Answering Points (PSAPs) in our region at no cost to 9-1-1 Telecommunicators and their departments. When space is reserved for a 9-1-1 training class offered by CAPCOG, students, or the supervisor who made the reservation, must cancel such reservation at least two business days prior to the start of the class via the CAPCOG Training web page or payment for the class will be invoiced to the appropriate agency for the “no show”.

Following is a list of the training classes currently offered by CAPCOG and the amount that will be charged to the department for each “no show”.

<u>Course Title</u>	<u>Cost per “No Show”</u>
40-hour Basic Telecommunicator Course	\$200.00
TDD/TTY	\$20.00
Solacom/GeoComm	\$20.00
Emergency Medical, Fire, or Police Dispatch	\$270.00
Emotional Intelligence	\$135.00
Customer Service	\$135.00
Leadership	\$135.00
Resilience	\$135.00
Tactical Operations	\$135.00
CTO/Training Officer	\$135.00
Special Needs Callers	\$135.00
Spanish for Telecommunicators	\$35.00
TCIC/NCIC	\$30.00

Courses offered on a special basis will have the cancellation cost stated on the course announcement.



9-1-1 Trouble Reports

Contact us at: cmac@capcog.org



For high priority issues - the first step is to verbally place a trouble ticket with the **AT&T Resolution Center (1-866-722-3911)**. After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

For normal/low priority issues - tickets can be called in or submitted through the Online EZ ticket portal (instructions below). After a trouble ticket has been created, document details of the issue(s) on a CAECD Trouble Report and file according to agency procedures.

How to determine severity of issue(s):

High Priority: Necessitates immediate call to the AT&T Res Center

- Issue renders a workstation or the entire system unusable
- Requires immediate technician response
- Example: Workstation will not boot up; entire system will not allow 911 calls to be put through; unable to log into maps or maps graying out; unable to dial out; no audible ringing

Normal/Low Priority: Can be verbally reported to the AT&T Res Center, or submitted via Online EZ ticket portal

- Issue allows for normal operation on a workstation or network
- Feature(s) are missing, but can be accommodated via other features or an open position
- Next business day technician response
- Example: Printer not working; maps not plotting; keyboard or mouse not working

Instructions for submitting a trouble ticket through the AT&T EZ ticket portal:

- Go to <https://expressticketing.acss.att.com/expressticketing/>
- Select 'Create Ticket'
- Input agency Pseudo ID
- Select Texas as the state
- Validate power
- Identify the issue(s) in the Description box and elaborate in the Detail section
- Choose 'Other' in the Report Type drop down
- Choose 'No' in the Testing Authorization drop down
- Choose 'Yes' in the Dispatch Authorization drop down
- Check the box to allow verification of Contact Information
- Access hours are already defaulted to 24/7; select Save & Continue
- Complete the Primary contact information (provide a number of someone who can be reached 24/7 for questions/updates)
- Select 'Validate Report'
- Review report
- Agree to the Terms of Use and choose 'Submit Ticket'
- A ticket number will be provided (document this on CAECD Trouble Report)



9-1-1 Trouble Reports

Contact us at: cmac@capcog.org



AT&T Ticket Number:

Other Ticket Number:
(if applicable)

Date Reported to AT&T:

Reported By:

Time Reported to AT&T:

Date of Incident:

Position number(s) affected:

Time of Incident:

All positions affected:

Description of Issue(s):