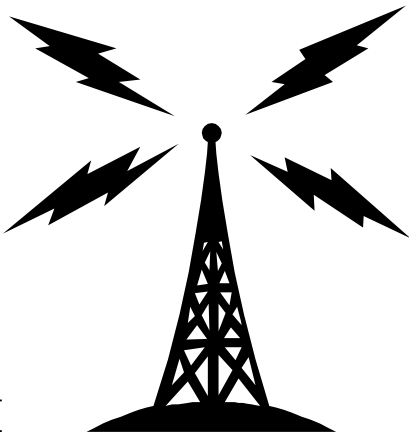


**NEW YORK STATE SHERIFFS' ASSOCIATION
PUBLIC SAFETY ANSWERING POINT (PSAP)
ACCREDITATION PROGRAM**



PROGRAM

STANDARDS

MANUAL

AUTHORITY AND DISCLAIMER

The standards contained in this manual have been approved by the New York State Sheriffs' Association and are being offered to Public Safety Answering Points (PSAP's) for use on a voluntary basis.

Definitions of key terms are presented in the Glossary and are offered solely for the purpose of clarifying the intended scope and purpose of program requirements. The standards and definitions are not intended to replace or circumvent any legal requirement that may apply to individual Public Safety Answering Points. The New York State Sheriffs' Association recognizes that State and local laws, Codes, Rules and Regulations, and current bargaining agreements are binding in nature and take precedence over program standards and definitions.

DISSEMINATION OF WRITTEN DIRECTIVES

POLICY STATEMENT

Any written directive that is drafted to demonstrate compliance with New York State Sheriffs' Association Public Safety Answering Point (PSAP) Accreditation Standards must be disseminated to all effected personnel. Dissemination may be accomplished through various means to include the issuance of a policies and procedures manual or through computer on-line communications. Documentation must exist to demonstrate dissemination of the written directives.

Public Safety Answering Points throughout the State identify their written directives in a variety of ways. However, be it a policy, procedure, rule, regulation, general order, standard operating procedure etc., effected personnel must be made aware of the directive in order to be held accountable for the information.

The intent of this policy is to ensure that those individuals being held accountable for any specific information contained in the directives be briefed as to their accountability and/or trained where appropriate. A record of their acknowledgement, training and/or receipt of the directive must exist.

The chief executive officer must take great care to ensure that written directives are distributed in accordance with this requirement.

GLOSSARY

BASIC SCHOOL: An approved basic course of instruction for entry-level emergency services dispatchers. The Association of Public Safety Communications Officials (APCO), the National Communications Institute (NCI) and the New York State Office of Public Safety course of instruction in basic telecommunications are recognized providers of the basic course.

CHAIN OF COMMAND: The lines of communication that go up and down within the organizational hierarchy of a PSAP.

DISCIPLINE: A process that is designed to train, correct and improve an employee. It may take the form of punitive actions designed to correct unsatisfactory behavior.

DISPATCHER: Entry-level position within a PSAP as certified by civil service rules and regulations. The term “dispatcher” and “emergency services dispatcher” are synonymous.

EMERGENCY SERVICES DISPATCHER: Entry-level position within a PSAP as certified by civil service rules and regulations. The term “emergency services dispatcher” and “dispatcher” are synonymous.

EMERGENCY SERVICES DISPATCHER TRAINING (ESDT) PROGRAM: A period of training which provides emergency services dispatchers an environment in which to learn the operations of a PSAP. The ESDT Program must incorporate daily written evaluations and specific performance criteria.

ENTRY LEVEL: The state at which a person is first employed at a PSAP.

EQUAL EMPLOYMENT OPPORTUNITY: The process of assuring equitable employment opportunities and employment conditions for all people regardless of race, creed, color, age, sex, religion, national origin or physical defect (See Title VII of the Civil Rights Act of 1964). Under the Extension Act of 1972 (Public Law 92-261), the federal EEO mandates were extended to state and local governments.

EVALUATION: The use of research techniques to measure the performance of a specific program – in particular, the program’s impact on the conditions it seeks to modify – for the purpose of changing the operation of the program so as to improve its effectiveness achieving its objectives.

FIRE SERVICES: Any duly organized fire department (volunteer or paid), fire district, fire company, etc.

FIRST LINE SUPERVISORS: The first level of supervision within a PSAP.

FISCAL MANAGEMENT: An accounting system that is responsible for the management and control of all finances of a PSAP.

GOALS: The end toward which a given effort is directed, e.g., “to improve in-service training for dispatchers during the next calendar year”.

GRIEVANCE PROCEDURE: A formal method of resolving differences between employees and employers.

HIERARCHICALLY ORGANIZED: The idea that each unit of a PSAP has an immediate supervisor who is responsible for the operation and control of that particular unit. For example, an emergency services dispatcher is answerable to a first-line supervisor, who is answerable to the second-line supervisor, etc.

INCIDENT: An event that requires a response of services.

INTERNAL AFFAIRS FUNCTION: The person(s) responsible for conducting investigations of complaints made against the PSAP or PSAP personnel.

IN-SERVICE TRAINING: Any course of training received after completion of the basic course of instruction.

JOB CLASSIFICATION: A written statement that identifies the characteristics of various positions within the PSAP. This may include assigning job titles and specifications and/or minimum qualifications for each particular classification.

LAW ENFORCEMENT AGENCY: Any agency or department of a municipality, any police district, or any agency, department, or commission, authority or public benefit corporation of the State of New York employing a police officer or police officers as that term is defined in paragraphs (a), (b), (c), (d), (e), (f), (j), (k), (l), (o), and (p) or subdivision thirty-four of section 1.20 of the criminal procedure law. (Definition as taken from the enabling legislation.)

LESSON PLAN: A detailed outline from which an instructor teaches. This should include goals, subject matter, performance objectives, references, resources and a testing instrument.

MEASUREMENT DEFINITIONS: A statement of specific actions that can be directly measured or determined. These not only gauge the direction of change but also the amount of change.

MEDICAL STANDARDS: Those standards of medical fitness as prescribed by the governing municipality.

MISSION STATEMENT: A written statement that defines the role or purpose of a PSAP.

NON-DISCRIMINATORY PROCEDURES: Components of the selection or appointment process that have no demonstrable adverse impact (or a minimum adverse impact) upon the selection.

OBJECTIVE: A specific strategy that can be used to meet a certain goal, e.g., “The PSAP will contract with a certified trainer”.

OFF-DUTY: The time when an emergency services dispatcher is not working either a regularly scheduled shift or any other time designated or approved by the C.E.O. or designee.

ON-DUTY: The time when an emergency services dispatcher is assigned to work either as part of a normal work schedule, or any time so designated by the C.E.O. or designee.

ORGANIZATIONAL CHART: A flow chart that graphically illustrates the components of a PSAP as well as the chain of command and lines of communications.

PART-TIME EMERGENCY SERVICES DISPATCHERS: An emergency services dispatcher hired by a PSAP to work less than full-time. Usually, the individual civil service agencies set the rules and definitions for this position. Other PSAP's may set their own criteria for these positions.

PERFORMANCE EVALUATION SYSTEM: A formal process used to measure the level of effectiveness of an employee and to improve future work habits. Measurable and job-related objectives are used to measure work performance.

PERMANENT STATUS: The period of employment in a position following the completion of a probationary period.

PERSONAL EQUIPMENT: Any equipment, clothing or other items that a dispatcher may wear, carry or use that is not issued by a PSAP.

POLICY: The PSAP's overall actions and plan and intent. A policy states how the PSAP will uphold its mission and meet goals and objectives. Policy is not necessarily specific, but reflects intent, concepts and philosophy.

PROBATION: A definite period of time during which a supervisor has an opportunity to ascertain an employee's fitness and which gives an employee an opportunity to demonstrate their ability in relation to new duties from an appointment, promotion or transfer.

PROCEDURE: Describes an operation while still allowing flexibility within limits. Procedure serves to define the policy and provides an acceptable method for carrying it out.

PROPERTY MANAGEMENT ACTIVITY: The management and control of property in the custody of a PSAP.

PUBLIC INFORMATION FUNCTION: The person(s) or position(s) responsible for conveying PSAP information to the new media or community.

RULES AND REGULATIONS: Written directives that allow no deviation. These may be characterized by such words as "will", "shall", or "must".

RULES OF CONDUCT: Written objectives that set guidelines for employees to follow.

SELECTION PROCESS: The formal procedures/process leading to the final employment decision for an applicant. Such a process may include, but not be limited to, a written test, oral exam, background investigation, medical exam, polygraph exam, veteran's preference, and ranking procedures.

SEXUAL HARASSMENT: Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, constitute sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

SPECIALIZED TRAINING: Instruction that provides skills, knowledge and ability above and beyond either basic or in-service training. Specialized training may address supervisory, management or executive development training and may also include technical and job specific subjects.

SUPERVISORY STAFF: The members of a PSAP that are required to perform supervisory duties as part of their job description.

TRAINER: A member of the PSAP who is temporarily assigned to train and instruct entry level or probationary emergency services dispatchers.

VALID, USEFUL AND NON-DISCRIMINATORY PROCEDURES: Standards or guidelines that promote equal employment opportunities. Validity requires proof that the test will predict job performance or will detect important elements or work behavior. Non-discriminatory procedures show that the process has no demonstrable adverse impact on the selection or appointment rate of a race, sex or ethnic group. Usefulness refers to an assessment of the practical value of a component of the selection process based upon considerations of validity, selection/appointment ratio, the number of candidates to be selected, and the nature of the job.

WRITTEN DIRECTIVE: Any written documentation designed to guide or effect the operations of a PSAP. This may include policies, procedures, rules and regulations, general orders, special orders or instructional materials.

ADMINISTRATION

STANDARD 1.1 The Public Safety Answering Point (PSAP) has a written mission statement that defines its role.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP which could also be acceptable.

1. A copy of the written mission statement should be available for review; and
2. Interview(s) with PSAP personnel to verify that they clearly understand the PSAP's role and authority.

ADMINISTRATION

STANDARD 1.2 **The Public Safety Answering Point (PSAP) develops goals and objectives that are reviewed, updated at least annually and are available to all personnel. A written evaluation of the degree to which the PSAP has attained its goals and objectives must be prepared annually and made available for review for all personnel.**

Commentary: By establishing and routinely updating goals and objectives, a PSAP has a basis for measuring progress, as well as for ensuring direction and unity of purpose. A written evaluation must be prepared.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the Public Safety Answering Point, that could also be acceptable.

1. A description of the method by which goals and objectives are developed, reviewed, evaluated and updated should be provided. A timetable for reviews and updates should be established.
2. A current list of PSAP goals and objectives should be available for review.
3. Interview(s) with PSAP personnel to verify that the information has been made available for review.
4. A review of prior goals and objectives of the PSAP to verify that they are periodically updated.
5. The process by which the PSAP prepares and submits written evaluations should be provided. Documentation should include a timetable for preparation, submission and evaluation.
6. The criteria used to evaluate the degree to which the PSAP has attained its goals and objectives should be available for review.
7. Examples of recently completed evaluations should be provided.

ADMINISTRATION

STANDARD 2.1 **The Public Safety Answering Point (PSAP) has an organizational chart that is updated and available to all personnel. The chart reflects the chain of command and lines of communications within the PSAP and is organized in a hierarchy.**

Commentary: When a PSAP changes its organizational structure, the organizational chart should be updated to be kept current with these changes.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the PSAP organizational chart should be available for review. It should be complete and up-to-date, and include the chain of command and lines of authority for communication.
2. Interview(s) with PSAP personnel to verify that personnel have knowledge of the chain of command and lines of authority.

ADMINISTRATION

STANDARD 2.2 **The Public Safety Answering Point (PSAP) has a statement of duties and responsibilities for each sworn and non-sworn job classification or assignment within the PSAP.**

Commentary: Each job classification or assignment should have a comparable description by rank and position.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. The statements of duties and responsibilities associated with each job classification or assignment should be available for review.
2. Interviews and/or observations of PSAP personnel can help verify that they understand the duties and responsibilities with their job classification.

ADMINISTRATION

STANDARD 2.3 **The Public Safety Answering Point (PSAP) adheres to an established system for the development and promulgation of PSAP policies, procedures rules and regulations which:**

A. Provides procedures describing how written directives are:

- 1. Formatted;**
- 2. Indexed;**
- 3. Purged;**
- 4. Updated; and**
- 5. Disseminated.**

B. Vests in the Chief Executive Officer, or designee(s), the authority to issue, modify or approve written directives;

C. Provides a procedure for staff review of proposed written directives prior to their implementation; and

D. Requires a procedure to assure the receipt of the directives by all affected components and personnel.

Commentary: A PSAP should establish a written directive system to ensure that employees receive and understand policies and procedures and rules and regulations relating to the performance of their duties.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A description of the system used by the PSAP should be available for review.
2. PSAP files containing records and/or logs used to track the development of written directives should be provided. The files should include:
 - a. Approved written directives that are appropriately signed and dated; and

STANDARD 2.3 Continued

- b. Records that track the development of written directives (e.g. from initial

proposals through reviews, updates, revisions, final approval, etc.).

3. The method by which written directives are disseminated should be described, and proof should be provided that PSAP personnel have received these directives (e.g., signed or initialed receipts).
4. Assessors may randomly review the manuals of PSAP personnel to ensure that the manuals are current and up-to-date.

ADMINISTRATION

STANDARD 2.4 **The Public Safety Answering Point (PSAP) has a staffing table that provides the following information:**

- A. Total personnel strength as authorized by the PSAP's government;
and**
- B. Number of personnel, by rank or job title, within each organizational component, including non-sworn personnel.**

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. An up-to-date copy of the PSAP staffing table should be provided, and it should illustrate the PSAP's units or components by rank and title.
2. The PSAP's authorized personnel strength should be documented.
3. If the personnel strength of a PSAP is set by local laws or bargaining agreements, copies of these documents should be provided.

ADMINISTRATION

STANDARD 2.5 **The Public Safety Answering Point (PSAP) has a written directive establishing a chain of command and requiring responsibility be accompanied by commensurate authority and each employee is accountable for the use of delegated authority.**

Commentary: The intent of this standard is to establish guidelines for the delegation of authority. At every level within the PSAP, personnel should be given the authority to make decisions necessary for the effective execution of their responsibilities. Each member is responsible for acts and omissions while On duty and must be accountable for this authority.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. The directive which establishes the chain of command and authority should be available for review; and
2. Interview(s) with PSAP personnel can be conducted to verify their understanding of and compliance with this standard.

ADMINISTRATION

STANDARD 2.6 The Public Safety Answering Point (PSAP) has a written directive establishing that supervisory personnel are accountable for the performance of employees under their immediate control.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with supervisory personnel will verify their knowledge of and compliance with this standard.

ADMINISTRATION

STANDARD 2.7 **The Public Safety Answering Point (PSAP) has a written directive that requires personnel to obey any lawful order of a superior transmitted by any duly authorized agent of that superior, regardless of rank involved, and establishes procedures to be followed when a conflicting order or directive is received.**

Commentary: There are times when it is appropriate to notify superiors of conflicting orders. There are also times when immediate obedience to an order is necessary to preserve life or protect the welfare of the public. It is difficult to list each situation when an employee should speak up and when they should comply. The intent of this standard is to provide open communication among ranks without compromising emergency operations.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

ADMINISTRATION

STANDARD 2.8 **The Public Safety Answering Point (PSAP) has a written directive or documentation designating the position or component responsible for fiscal management.**

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive or documentation should be available for review; and
2. Interview(s) with personnel responsible for fiscal management.

ADMINISTRATION

STANDARD 2.9 **The Public Safety Answering Point (PSAP) has an accounting system for its budget which includes the preparation of at least quarterly status reports showing:**

- A. Initial appropriation for accounts or programs;**
- B. Balances at the commencement of each period;**
- C. Expenditures and encumbrances made during the period; and**
- D. Unencumbered balances.**

Commentary: Due to the diversity of PSAP's in the State, it is recognized that there will be different types of fiscal systems in place. Allowances will be made for PSAP's which have fiscal systems not under the control of the Chief Executive Officer. However, any such system must give the Chief Executive Officer the ability to determine the fiscal status of the PSAP's budget at any given time.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A description of the internal accounting system used by the PSAP should be provided.
2. Copies of recent (quarterly) PSAP financial reports should be available. The reports should be up-to-date and contain all elements required by the standard.
3. All budget forms and documents used in the preparation of financial reports should be available for review.
4. Interview(s) with personnel responsible for preparing these quarterly status reports to verify staff knowledge of and compliance with the system.

ADMINISTRATION

STANDARD 3.1 **The Public Safety Answering Point (PSAP) has a written directive that governs the procurement or requisitioning of PSAP-owned property.**

- A. The directive must also outline procedures for inventory control of property, equipment and other assets owned and used by the PSAP; and**
- B. Designates the person(s) or position responsible for the management, accountability, distribution and issuance of PSAP-owned property.**

Commentary: This standard requires the PSAP to establish formal control over the requisitioning, inventory and issuance of property and equipment. Large PSAP's, may find it very difficult to have this function centralized. This standard can be met as long as the PSAP has formal control of the process.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. A review of PSAP records to verify that procedures mandated by the written directive are being followed.
3. Interview(s) with personnel responsible for this function to verify their knowledge of and compliance with the directive.
4. Inspection of PSAP property, equipment and other assets to verify that inventory records are accurate.

ADMINISTRATION

STANDARD 4.1 **The Public Safety Answering Point (PSAP) has a records management system, which ensures that reports for calls for service are maintained and filed in an efficient and functional manner. The records management system shall include, but is not limited to:**

- A. Report control for indexing, routing and follow-up;**
- B. Records maintenance to include filing and security;**
- C. Records retrieval; and**
- D. Procedures for responding to requests made under the Freedom of Information Law**

Commentary: The intent of this standard is to ensure that a management system exists which allows information to be readily available. It is recognized that there will be different types of systems, such as a master name index, a daily blotter or a computerized information system.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Review of PSAP records to verify that a record management system does exist; and
2. Interview(s) with PSAP personnel responsible for maintaining the system to verify their knowledge of and compliance with specific procedures.

ADMINISTRATION

STANDARD 4.2 **The Public Safety Answering Point (PSAP) must maintain a record for each call for service and include at a minimum:**

- A. A control number;**
- B. Nature of call;**
- C. Name and address of complainant;**
- D. Date and time of call;**
- E. Names of person(s) involved, if available;**
- F. Identification of officer or agency assigned to handle;**
- G. Time of officer(s) arrival;**
- H. Time of officer(s) clear; and**
- I. Disposition of call (action taken, if any).**

Commentary: The intent of this standard is to maintain the integrity of the PSAP record system to ensure that calls for service are not selectively or randomly omitted or deleted. It is important that all call activity is available for review.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Review of PSAP files of complaints/incidents to verify existence and completeness of such records.
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Randomly track PSAP records through the system to verify compliance with all components of this standard.

ADMINISTRATION

STANDARD 4.3 **The Public Safety Answering Point (PSAP) has an administrative reporting program which preserves the daily records of PSAP activities. Statistical and data summaries based upon such records shall be periodically prepared.**

Commentary: This standard is necessary to ensure that the PSAP maintains records of all activities and formalizes its record keeping process. This system can be used to keep the administration informed of day-to-day activities, planning and staffing purposes, to keep the public informed and to inform the governing body of activities for budgetary purposes.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Documentation of the PSAP reporting program should be available for review.
2. Examples of data summaries should be available for review.
3. Interview(s) with PSAP personnel responsible for this function to verify their knowledge and understanding of the reporting program.
4. Review PSAP records to verify that staff periodically prepare a record of PSAP activities consistent with this standard.

ADMINISTRATION

STANDARD 4.4 The Public Safety Answering Point (PSAP) must maintain records in accordance with the records retention and disposition schedule issued by the Commissioner of the State Department of Education.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Documentation outlining the record keeping function should be available for review.
2. Provide PSAP files of records to verify the compliance with this standard.
3. Interview(s) with PSAP personnel involved in record maintenance to verify their knowledge of and compliance with this standard.

ADMINISTRATION

STANDARD 5.1 A job announcement for every entry level Public Safety Answering Point (PSAP) position is advertised and must include the following:

- A. A description of the duties associated with the position to be filled;**
- B. Requirements that must be met in order to qualify for the position;**
- C. Information that prospective candidates need to know about the application process; and**
- D. Notice that the PSAP is an Equal Opportunity Employer.**

Commentary: The intent of this standard is to make sure that the general population receives adequate notice of any openings in the PSAP. In many cases, a civil service announcement which contains the above information will be acceptable to demonstrate compliance with this standard.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Copies of job announcements for every entry level PSAP position should be available for review.
2. Interview(s) with person(s) responsible for this function to verify that job announcements are sufficiently advertised.

ADMINISTRATION

STANDARD 5.2 **The Public Safety Answering Point (PSAP) has a written directive that designates a person(s) or position(s) or agency responsible for administrating the selection activities. The PSAP must maintain written documentation that describes all components of the selection process. PSAP records must denote the title of the person or group having the authority to appoint entry-level positions.**

Commentary: *The sequential steps by the PSAP must be enumerated in demonstrating how an applicant becomes an employee of the PSAP.*

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive designating the person(s) or position(s) responsible for selection activities and describing the procedures and components of the selection process should be available for review.
2. A copy of the statute or PSAP directive that designates the person or group having the authority to appoint entry-level positions should be provided.
3. Review of PSAP files that contain records or other documentation pertaining to the selection process (e.g. evaluations, test results, or oral interview notes) to verify that the practices are consistent with written documentation.
4. Interview(s) with personnel responsible for the process to verify their of knowledge of and compliance with PSAP selection procedures.

ADMINISTRATION

STANDARD 5.3 **The Public Safety Answering Point (PSAP) requires candidates accepted for full-time entry level positions are required to pass a written test as part of the selection process. All verbal and written tests used in the selection process are administered, scored, evaluated and interpreted in a uniform nondiscriminatory manner.**

Commentary: Elements of the selection process – time limits, oral instructions, practice problems, answer sheets, and scoring formula – should be clearly set forth and carried out identically for all candidates.

Compliance Verification Strategies

Assessors may seek to verify compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. If the PSAP follows Civil Service procedures, verification from Civil Service should be available for review.
2. Documentation describing the methods by which verbal and written tests are administered, scored, evaluated and interpreted should be available for review.
3. Examples of such documents as oral/written instructions, answer sheets, practice problems and time limits should be provided. Such components should be standardized.
4. The criteria against which verbal and written test scores are evaluated and interpreted should be provided (e.g., numerical ranking specification and criteria for coding verbal responses).
5. Records of any verbal or written test results which have been scored, evaluated and interpreted according to the criteria should be provided.
6. Interviews with personnel who have taken verbal/written tests as part of the selection process to verify that appropriate procedures were followed.
7. If the PSAP relies on an external organization to administer and/or process, all relevant documentation pertaining to the above should be provided.

ADMINISTRATION

STANDARD 6.1 **The Public Safety Answering Point (PSAP) requires that the age span for candidates accepted for entry level PSAP positions conforms with Civil Service Law, and/or current applicable law.**

Commentary: Compliance may be demonstrated by providing appropriate records. This standard does not apply to part-time employees.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Assessors may review PSAP personnel records to confirm that personnel selection practices used by the PSAP conform with applicable law.
2. Interview(s) with personnel responsible for the selection process to verify their understanding of and compliance with these guidelines.

ADMINISTRATION

STANDARD 6.2 **The Public Safety Answering Point (PSAP) requires that a licensed physician or practitioner uses valid, useful and non-discriminatory procedures to examine each candidate prior to the candidate's appointment when such an examination is required.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. The name of the licensed physician or practitioner used by the PSAP may be indicated.
2. The components of the standard physical exam given to each candidate should be provided.
3. Review of PSAP records to verify that the results of the physical examinations are on file for each candidate.

ADMINISTRATION

STANDARD 6.3 **The Public Safety Answering Point (PSAP) requires that emotional stability and psychological fitness screening is conducted for all entry level candidates. A qualified professional conducts such screening.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. The name of the licensed professional(s) used by the PSAP to administer and interpret the results of this screening may be requested.
2. The PSAP should provide the names of specific tests used to measure emotional stability and psychological fitness.
3. If the PSAP uses outside organizations to administer or evaluate these tests, copies of appropriate documentation, contracts, or agreements should be provided.

ADMINISTRATION

STANDARD 6.4 **The Public Safety Answering Point (PSAP) requires that a background investigation of each candidate is conducted. An informational package consisting of written instructions and a checklist of tasks that must be accomplished is provided to personnel who conduct such investigations.**

Commentary: A background investigation should include, but not be limited to: family, education, residences, work record, organizations and affiliations, references and social contacts, credit record, DMV record, military history, county records such as liens and judgments, and criminal history record.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Documentation describing the procedures for such background investigations and the type of information that is gathered should be available for review.
2. Review of forms, records, or reports used for background investigations.
3. Review of PSAP files containing records of completed background investigations.
4. A copy of the informational package that is provided to personnel who conduct such investigations should be available for review.
5. All documentation examined should demonstrate that background investigations are standardized (e.g., recording/reporting forms, criteria for evaluation, and instruction and task check lists for personnel who use them).
6. Interview(s) with personnel who serve as background investigators to verify their knowledge of and compliance of this standard.

ADMINISTRATION

STANDARD 6.5 **The Chief Executive Officer or their designee(s) interviews each candidate prior to the candidate's appointment. Such interviews employ a set of uniform questions, and the results obtained are recorded on standardized forms.**

Commentary: This standard is not meant to limit the interview to specific questions. Rather, it is to gather additional information that could be made available to background investigators. This also gives the candidates an equal opportunity to respond to the same questions. The interview will give candidates an opportunity to present their own views, and some of these responses may lead to further questioning.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interviews with the chief executive officer or their designee(s) to verify their knowledge of and compliance with this standard.
2. The set of uniform questions utilized by the PSAP should be available for review.
3. An example of the standardized recording forms used by the PSAP should be available for review.
4. Copies of the standardized rating scales used for evaluation should be available for review.
5. Review of PSAP files containing completed records of oral interview results, standardized recording forms and evaluations.
6. Interview(s) with personnel responsible for this function to verify their knowledge of and compliance with PSAP policies.

ADMINISTRATION

STANDARD 6.6 **The Public Safety Answering Point (PSAP) requires that records of candidates who have been selected are maintained for a minimum of six years beyond the duration of their employment. Exit interviews are conducted of all personnel upon leaving their position.**

Commentary: These records should include, but not limited to: written exam results, medical exam results, emotional stability psychological findings, oral interview results and background investigations. The six-year time limit is based on a provision of the New York State Education Law. It is recognized that PSAP's may not have kept such records in the past, but they must begin such record keeping for future compliance.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A listing of all past employees (including dates of termination) should be provided so that assessors can randomly select and review personnel files for compliance with the State Education Law.
2. A review of personnel files to verify PSAP compliance.

ADMINISTRATION

STANDARD 6.7 **The Public Safety Answering Point (PSAP) requires that entry level employees successfully complete a period of probation lasting at least one year from the date of appointment or otherwise as provided by collective bargaining agreements, civil service regulation or law. Written documentation demonstrates that the employees are evaluated at least three times during this period.**

Commentary: It is the intent of this standard that the PSAP evaluate employees periodically throughout the probationary period in order to adequately assess the individual's development and progress.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Documentation should describe the procedures associated with the probationary period. Procedures should address the length of probation as well as the method, criteria, and frequency of evaluation during this period.
2. Assessors may review PSAP files containing probationary records of employees. If any employees are currently on probation, PSAP records should indicate when future evaluations are to be made and contain any evaluation reports that have already been completed. If no employees have as yet completed or entered a period of probation, examples of the forms, reports, logs, etc. that will be used should be provided.
3. Examples of forms or logs used by the PSAP to track the probationary status of employees should be provided.
4. Interview(s) with personnel who are either on probation or who have recently completed probation to determine the extent of their involvement in the evaluation process (e.g., were they aware of the probationary process, did they receive copies of the evaluations, did they receive adequate counseling if performance was less than satisfactory, etc.).
5. Interview(s) with personnel responsible for supervising/administering the probationary evaluation process to determine their knowledge of and compliance with PSAP policies.

ADMINISTRATION

- STANDARD 6.8** **The Public Safety Answering Point (PSAP) has a written directive that establishes and describes an annual performance evaluation system which will include:**
- A. The period for which their performance will be evaluated;**
 - B. Who the rater(s) will be;**
 - C. The criteria by which they will be evaluated;**
 - D. The results of the evaluation;**
 - E. A review process for contested evaluation reports; and**
 - F. Every rater involved with the personnel performance evaluation system must receive instruction in rating procedures and rater responsibilities as a precondition of such involvement.**

Commentary: A performance evaluation system is used to evaluate the work performance of an employee. It should be viewed as a basic measurement instrument that serves both management and the individual employee. The type of system used by various PSAP's will vary considerably, but it remains the responsibility of the chief executive officer to establish a system that meets the need of the PSAP. The practice of documenting personnel evaluations not only incorporates good management principles, but also is supported by court decisions. Constant attention to the system and proper training of the raters will foster fair and impartial personnel decisions, maintain and improve performance and provide a fair and objective means of measuring performance in accordance with prescribed guidelines.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive establishing this system should be available for review; and
2. Examples of all reports, forms or logs used in this system should be provided.
3. Completed evaluation forms should be reviewed to verify that all aspects of the process are being implemented.

STANDARD 6.8 Continued

4. Interview(s) with supervisory and subordinate personnel to verify their understanding of and compliance with this standard.

5. Written documentation or lesson plans used to instruct raters should be available for review by assessors.
6. Records or training rosters documenting the raters' timely instruction should be reviewed.
7. Interview(s) with supervisors who have received rater training to verify their understanding of the rating procedures and responsibilities.

ADMINISTRATION

STANDARD 7.1 **The Public Safety Answering Point (PSAP) has a written directive specifying the rules of conduct and appearance for PSAP personnel. This directive should include authorized accessories and apparel to be worn by PSAP personnel.**

Commentary: The directive ensures a degree of uniformity and professionalism.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interviews with selected personnel will verify that PSAP personnel understand the rules of conduct and appearance.
3. Observations of PSAP personnel can be conducted to verify that the policy is being followed.

ADMINISTRATION

- STANDARD 7.2** **The Public Safety Answering Point (PSAP) has a written directive that establishes a disciplinary system identifying the legal or contractual authority under which the system will proceed.**
- A. The directive specifies the procedures for the maintenance of records of disciplinary actions.**
 - B. The directive specifies the circumstances in which an employee may be relieved from duty.**
 - C. The directive specifies the role of supervisory and command staff in the disciplinary process and the authority of each level thereof relative to disciplinary actions.**

Commentary: A disciplinary system should address such items as: procedures and criteria for using remedial training as a function of discipline; procedures and criteria for using counseling as a function of discipline; procedures and criteria for punitive actions in the interest of discipline, including oral reprimands, written reprimands, loss of leave, suspension, demotion, dismissal; and, procedural safeguards for the recognition of employment rights provided by applicable statutory, case law and collective bargaining agreements. It is also the intent of the standard to establish the powers and authority of each command level, including supervisory levels, for relieving personnel from duty. Such relief may be a temporary administrative action due to an employee's physical or psychological fitness for duty or the results of an internal affairs investigation.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge and understanding of the disciplinary system.
3. Interview(s) with supervisory and command staff to verify their knowledge and understanding of their role in the disciplinary system.

ADMINISTRATION

STANDARD 7.3 **The Public Safety Answering Point (PSAP) has a written directive prohibiting sexual harassment in the work place and provides a means by which sexual harassment can be reported, including when the offending party is in the complainant's chain of command. The directive must specify that the PSAP will not retaliate against an individual who makes a report of such objectionable conduct nor permit any member of the PSAP to do so.**

Commentary: There are several means by which a PSAP can limit its exposure to liability as a result of sexual harassment by its employees. These means include: strong policies and directives that prohibit such conduct; immediate and thorough investigation of any allegation of sexual harassment; effective and appropriate disciplinary action in any case where allegations of sexual harassment can be substantiated; and efforts to make PSAP employees aware of their responsibilities and the legal issues involved. See glossary for the definition of sexual harassment.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with person(s) responsible for receiving complaints and reviewing reports of sexual harassment to verify that:
 - a. All employees have a thorough understanding of their respective roles; and that
 - b. Appropriate procedures are being followed.

ADMINISTRATION

STANDARD 8.1 **The Public Safety Answering Point (PSAP) has a written directive governing the process for promotion. The directive defines the role of the PSAP in the promotion process and identifies the position or agency responsible for administering the PSAP's role. Procedures used for promotion are job related and nondiscriminatory.**

The written directive establishes criteria and procedures for the development and use of eligibility lists, if any, to include at a minimum:

- A. The numerical weight, if any, assigned to each eligibility requirement;**
- B. The system of ranking eligible employees on the lists;**
- C. The duration of the lists;**
- D. Written certification of eligible employees; and**
- E. The system for selecting names from the lists.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written procedure outlining the promotion process should be available for review: and
2. Interview(s) with the person(s) responsible for administering the PSAP's role to verify that:
 - a. They have a thorough understanding of their role; and that
 - b. Appropriate procedures are being followed.
3. PSAP files and records associated with the promotion process should be examined to verify compliance.
4. It is recognized that a PSAP that follows Civil Service guidelines in the promotional process will meet the guidelines of this standard.

STANDARD 8.1 Continued

5. If the PSAP relies on the Civil Service system for promotions, then documentation to that effect should be provided.
6. For those PSAP's that do not follow Civil Service guidelines for promotion, PSAP testing processes (written and oral) should be evaluated as being administered, scored, evaluated and interpreted in a uniform, non-discriminatory manner. Examples of written tests and/or the formats used for oral tests should be provided.
7. The method(s) used to determine numerical weights and the manner in which they are assigned should be described where applicable.
8. All procedures used for promotion should be documented as being consistent and uniform for all personnel.
9. A copy of eligibility lists should be provided.

ADMINISTRATION

STANDARD 9.1 The Public Safety Answering Point (PSAP) has a written directive or agreement that outlines a grievance procedure.

Commentary: The purpose of this standard is to outline procedures for submitting and responding to grievances. These procedures should be consistent with applicable collective bargaining agreements.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive or collective bargaining agreement addressing grievance procedures should be available for review; and
2. Examples of all reports, forms, records and files utilized and/or maintained in the appeal process should be available for review.
3. Interview(s) with employees who are involved in the grievance process to verify that appropriate procedures are being followed.

ADMINISTRATION

STANDARD 10.1 **The Public Safety Answering Point (PSAP) has a written directive that identifies procedures and criteria for recognizing employees.**

Commentary: The directive may include, but not be limited to, letters of commendation, compensation, and awards for merit and valor.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify that:
 - a. Personnel are aware of the directive; and that
 - b. The directive is being complied with.
3. A copy of names, forms or other types of written documentation may be included that would indicate compliance with this directive.

ADMINISTRATION

STANDARD 11.1 **The Public Safety Answering Point (PSAP) has a written directive that specifies the activities of an internal affairs function.**

A. The directive shall include the following:

- 1. Recording, registering and controlling the investigation of complaints against employees;**
- 2. Supervising and controlling the investigation of alleged or suspected misconduct within the PSAP, and**
- 3. Maintaining the confidentiality of the internal affairs investigation and records.**

Commentary: The internal affairs function is vital to the integrity of the PSAP. Fundamental fairness to all participants must be guaranteed through impartial investigation and review. The Chief Executive Officer has the primary responsibility for this function and all reports or accusations made against members of the PSAP should be completely investigated.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. A copy of the organizational chart to verify the direct connection between internal affairs and the PSAP's chief executive officer.
3. PSAP files pertaining to this function should be examined, including reports, logs, complaint forms, internal investigation records, and documents used for recording and registering such incidents.
4. Interview(s) with personnel responsible for the control, undertaking and supervision of internal investigations to verify their knowledge of and compliance with the standard.
5. Observation of internal affairs files to verify limited access and security. These files should be locked and placed in a restricted area of the PSAP facility.

ADMINISTRATION

STANDARD 11.2 The Public Safety Answering Point (PSAP) has a procedure to notify that complaints against the PSAP or its employees will be investigated and administratively handled.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Examples of the method of notification that the PSAP uses should be provided.
2. Interviews with personnel responsible for making such notification to verify their knowledge of and compliance with this standard.
3. A review of PSAP files may verify that the PSAP routinely notifies complainants.

ADMINISTRATION

STANDARD 12.1 **The Public Safety Answering Point (PSAP) has a written directive that requires documentation of all information released to any news media organization, and for the information to be further disseminated to all other similar or like news media organizations thereafter.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this directive.

ADMINISTRATION

STANDARD 13.1 **The Public Safety Answering Point (PSAP) has a written directive identifying the person(s) or component within the PSAP responsible for the community relations function.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with personnel responsible for those functions to verify their knowledge of and compliance with the standard.
3. A review of records which demonstrate that community relations is an active function within the PSAP.

ADMINISTRATION

STANDARD 13.2 **The Public Safety Answering Point (PSAP) requires that the responsibility for achieving the PSAP's community relations objectives is shared by all personnel.**

Commentary: All personnel should project a positive image and become involved in community needs. The conduct of each employee reflects on the PSAP as a whole, and the burden of achieving the PSAP's community relations objectives should be shared.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Documentation that establishes these objectives should be available for review.
2. Examples of existing community relations programs should be provided.
3. Interview(s) with PSAP personnel to verify their knowledge and understanding of these objectives.
4. A review of PSAP records and/or logs associated with the community relations function to verify compliance with the standard.

TRAINING

STANDARD 14.1 **The Public Safety Answering Point (PSAP) requires that all emergency services dispatchers are not authorized, permitted or assigned to perform regular duties until they have successfully completed an approved basic emergency services dispatcher course of instruction within one year of appointment date. The Association of Public Safety Communications Officials (APCO), the National Communications Institute (NCI), and the New York State Office of Public Safety course of instruction in basic telecommunications are recognized providers of the basic course. Dispatchers who have not completed the basic course can, however, perform regular duties if they are accompanied by, and under the direct supervision of an emergency services dispatcher who has successfully completed such course.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of training records of emergency services dispatchers to verify successful completion of the basic training course of instruction.
2. A copy of the course curriculum and lesson plans should be provided if the course was not approved by the Association of Public Safety Communications Officials (APCO), the National Communications Institute (CNI), or the New York State Office of Public Safety.
3. Interview(s) with PSAP personnel to verify the accuracy of training records and PSAP compliance with this standard.
4. Interview(s) with PSAP personnel responsible for the training function to verify their knowledge of and compliance with this standard.

TRAINING

STANDARD 14.2 The Public Safety Answering Point (PSAP) has an Emergency Services Dispatcher Training (ESDT) Program. This program must be a minimum of 200 hours for a new dispatcher with no prior experience and be completed at the earliest possible date. A dispatcher in an ESDT Program must be under the immediate supervision of a trainer and not be assigned to work alone until such training is satisfactorily completed. The ESDT Program should include, but not be limited to:

- A. Daily written evaluations;**
- B. Specific performance criteria; and**
- C. Observed interaction with the public and all relevant public safety agencies and organizations serviced by the PSAP.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the Emergency Services Dispatcher Training (ESDT) Program should be available for review.
2. A review of training records to verify that training practices comply with PSAP procedures and that the training is completed for all new employees in a timely manner
3. Interview(s) with personnel responsible for supervising/coordinating the Emergency Services Dispatcher Training (ESDT) Program can be conducted to verify their knowledge and understanding of the function.
4. Interview(s) with those responsible for the training process and the new employees(s) to verify compliance with this standard.

TRAINING

STANDARD 14.3 **The Public Safety Answering Point (PSAP) has an Emergency Medical Dispatch (EMD) Program. A dispatcher in an EMD Program must be under the immediate supervision of a trainer and not assigned to work alone until such training is satisfactorily completed. The EMD Program must be a National Highway Traffic Safety Administration (NHTSA) approved program of instruction. The EMD Program must be completed within one year of appointment.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the Emergency Medical Dispatch (EMD) Program should be available for review.
2. A review of EMD records to verify compliance with this standard.
3. Interview(s) with emergency services dispatchers to verify their knowledge of and compliance with this standard

TRAINING

STANDARD 14.4 The Public Safety Answering Point (PSAP) requires all emergency services dispatchers to receive at least 21 hours of in-service training annually. This training includes, at a minimum, the use of TTD devices, stress awareness, community relations and legal updates. The PSAP maintains records documenting all topics that are covered during the training.

Commentary: This training can be fulfilled through the use of formalized and documented training sessions where lesson plans and attendance records are maintained. This may include classroom training, roll call or video presentations. Each dispatcher must demonstrate specific proficiency as established by the chief executive officer.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of training records to determine that all emergency services dispatchers have either met or will meet the annual 21-hour training requirement. Specific topics listed in the standard must be included as part of the scheduled training.
2. Interview(s) with PSAP personnel to verify the accuracy of the training records.
3. Interview(s) with personnel responsible for the training function to verify their knowledge of and compliance with the in-service requirement.

TRAINING

STANDARD 14.5 **The Public Safety Answering Point (PSAP) must use certified instructors to provide and/or approve the required 21-hour in-service training. This certification must be in accordance with instructor standards and qualifications set forth in Part 6023 or 6024 of the New York State Codes, Rules, and Regulations. If the proposed instructor has not been certified, a certified instructor reviews and approves both the qualifications of the presenter and the content of the lesson plans.**

Commentary: PSAP's that do not come under the purview of the Municipal Police Training Council must have written instructor standards and qualifications. Evidence must show that certified instructors review the credentials and lesson plans of non-certified instructors.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Provide a list of instructors that it uses as well as records verifying that they have been certified in accordance with Part 6023 or 6024 of the N.Y.S. Codes, Rules and Regulations.
2. If the PSAP establishes its own standards and qualifications for instructors, provide a copy of the standards and qualifications for review. They should be consistent with those set forth in Part 6023 or Part 6024. Records must be provided to verify that instructors have satisfactorily met all requirements.
3. Interview(s) with personnel responsible for the training function to verify their knowledge and understanding of the certification requirement.
4. Interview(s) with personnel used by the PSAP as instructors to verify both their certification and accuracy of PSAP records.

TRAINING

STANDARD 14.6 **The Public Safety Answering Point (PSAP) identifies the positions for which specialized technical and job-specific training is required to adequately perform the tasks. All persons filling these positions must successfully complete an initial training course in a timely manner in their area of specialization and attend periodic in-service training courses to update their skills.**

Commentary: A specialist is defined as any member who uses equipment that requires training beyond that supplied in the basic course.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Provide documentation which identifies all specialized positions, the technical training that is required for each, and a listing of all persons assigned to fill these technical positions.
2. A review of training logs, records, files, certificates etc. to document both timely initial training and periodic in-service training.
3. Interview(s) with PSAP personnel designated as being in specialized positions should be conducted to verify the accuracy of PSAP records and PSAP compliance with this standard.
4. Provide a schedule or timetable showing that each person in a technical position either has attended or is scheduled to attend appropriate in-service training.
5. A review of training logs, records, records and evaluations of any specialized in-service courses which employees have already attended.
6. Provide the name of the agency or organization that administers the initial and in-service training courses. Information pertaining to the location, duration and curriculum used should be on file.

TRAINING

STANDARD 15.1 **The Public Safety Answering Point (PSAP) requires that training records are up-to-date and properly documented for all PSAP personnel.**

Commentary: This standard concerns the employees' individual training records. These records should include the basic course of instruction, in-service and specialized Training courses whether sponsored by the PSAP or not. These records should include, but not be limited to, such information as dates attended, total hours and name of the course.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of personnel training records to verify that they are up-to-date and properly documented.
2. Interview(s) with personnel responsible for the training function to verify their knowledge of and compliance with this standard.
3. Interview(s) with randomly selected personnel to verify the accuracy of the training records.

TRAINING

STANDARD 15.2 **The Public Safety Answering Point (PSAP) has accurate records available for all training courses attended by employees. A copy of the lesson plans, course curriculum or course description is maintained indefinitely.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of PSAP records pertaining to training courses completed by its employees.
2. Provide official copies of course curricula for review.
3. Interview(s) with personnel responsible for maintaining training records to verify their knowledge of and compliance with this standard.
4. Interview(s) with PSAP personnel who are listed on attendance sheets to verify the accuracy of these records.

TRAINING

STANDARD 15.3 **The PSAP maintains accurate records for all training courses that it sponsors. Lesson plans and an official copy of the course curriculum is maintained indefinitely.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of training records for all courses that the PSAP has sponsored.
2. Provide copies of the curricula and all lesson plans for each course sponsored by the PSAP.
3. Interview(s) with personnel responsible for maintaining training records to verify PSAP compliance with the standard.

TECHNOLOGY

STANDARD 16.1 The Public Safety Answering Point (PSAP) must have an alternate source of electrical power sufficient enough to ensure the continued (uninterrupted) operation of the PSAP. This shall not only include a standby generator, but also the utilization of Uninterruptible Power Supply (UPS) on critical core electronic equipment to provide a bridge from commercial to emergency power. Documented inspections and testing of the alternate source of electrical power shall be completed at least bi-weekly.

Commentary: A sufficient alternate power supply is critical to the PSAP to ensure continued operation for emergency services.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A review of PSAP records of the inspections and testing of the alternate source of electrical power should be available for review.
2. Interview(s) with PSAP personnel responsible for inspecting and testing of the alternate source of electrical power for knowledge of and compliance with this standard.
3. A visual inspection of the alternate source of electrical power for the PSAP.

TECHNOLOGY

STANDARD 17.1 The Public Safety Answering Point (PSAP) utilizes a Computer Aided Dispatch (CAD) Program.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance of this standard.
2. A review of the Computer Aided Dispatch (CAD) Program to verify compliance with this standard.
3. A review of CAD records to verify compliance with this standard.

TECHNOLOGY

STANDARD 18.1 **The Public Safety Answering Point (PSAP) shall be capable of directly dispatching fire, police and EMS providers operating within the area covered by the PSAP**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Observe the PSAP's daily operations to help verify compliance.
2. Interview(s) with PSAP personnel to verify compliance with this standard.
3. Verification of the capability to directly dispatch by encoding and/or decoding.

TECHNOLOGY

STANDARD 19.1 **The Public Safety Answering Point (PSAP) has enhanced 9-1-1 capability to include Automatic Number Identification (ANI) and Automatic Location Identification (ALI), with the capability to expand to receive 20 digit ANI/ALI data. The PSAP has the capability to one-button transfer E9-1-1 calls to surrounding PSAP jurisdictions.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Observe PSAP operations to help verify compliance with this standard.
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.

TECHNOLOGY

STANDARD 20.1 **The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the handling of TDD or TTY calls, and utilizes telecommunications equipment for the hearing impaired.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

TECHNOLOGY

STANDARD 21.1 **The Public Safety Answering Point (PSAP) has a written directive establishing the participation in the New York Statewide Police Information Network (NYSPIN) and procedures for participation.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. A copy of the agreement with NYSPIN should be available for review.
4. Observe PSAP operations to help verify compliance with this standard.

TECHNOLOGY

- STANDARD 22.1** **The Public Safety Answering Point (PSAP) ensures all emergency telecommunications are recorded, and has a written directive establishing procedures for the playback of recordings, to include:**
- A. A requirement that recordings be retained for a minimum of thirty (30) days;**
 - B. The secure handling and storage of recordings;**
 - C. Criteria and procedures for reviewing recordings; and**
 - D. Procedures for the release of recordings.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be made available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Interview(s) with PSAP supervisory personnel to verify compliance with this standard.

TECHNOLOGY

STANDARD 23.1 **The Public Safety Answering Point (PSAP) shall be equipped with redundant communications capabilities which will allow communications with all emergency service providers within the area covered by the PSAP, as well as surrounding PSAP's.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
2. Observe PSAP operations to help verify compliance with this standard.

TECHNOLOGY

STANDARD 24.1 **The Public Safety Answering Point (PSAP) shall have a backup manual paper system, and printed resources available to PSAP personnel in the event of automated equipment failure.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
2. Observe PSAP operations to help verify compliance with this standard.

TECHNOLOGY

STANDARD 25.1 **The Public Safety Answering Point (PSAP) must have a redundant backup facility (wired and ready) for use in case of the necessity to vacate the primary PSAP due to a natural disaster or some other catastrophe. The redundant backup facility shall be tested quarterly and the results of any such testing shall be maintained in a log report for the facility.**

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
2. Observe PSAP backup facility to help verify compliance with this standard and review backup PSAP testing log.

This standard revised March 17, 2008

OPERATIONS

STANDARD 26.1 **The Public Safety Answering Point (PSAP) shall be locked and/or secured from intrusion. Access shall be limited to authorized personnel only.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
2. Observe PSAP operations to help verify compliance with this standard.
3. Observe PSAP facility to help verify compliance with this standard.

OPERATIONS

STANDARD 27.1 **The Public Safety Answering Point (PSAP) has a written directive establishing twenty-four (24) hour service and utilizes a single emergency telephone number.**

A. This directive shall include telephone-answering procedures.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Provide a PSAP duty roster which specifies when and who is on duty during a 24-hour period.

OPERATIONS

STANDARD 28.1 **The Public Safety Answering Point (PSAP) has a minimum of two (2) emergency services dispatchers on-duty twenty-four (24) hours a day, seven days a week and operates 365 days a year.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. Provide a copy of the PSAP duty roster which specifies when and who is on duty during 24-hour operation.
2. Interview(s) with PSAP personnel to verify compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

OPERATIONS

STANDARD 29.1 **The Public Safety Answering Point (PSAP) has a written directive that outlines procedures for:**

- A. Establishing twenty-four (24) two-way radio communications capability between mobile units, field officers, other agencies and the PSAP; and**
- B. Utilization of Mobile Data Terminals/Mobile Computer Terminals, if applicable.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this directive.
4. If the PSAP's 24-hour two-way radio communications capability between mobile units, field officers, other agencies and the PSAP, and/or utilization of Mobile Data Terminals/Mobile Computer Terminals is handled by another PSAP, relevant documentation (e.g. contractual agreement, inter-municipal agreement, etc.) should be provided. The assessor may contact the other PSAP to verify its compliance with the agreement.

OPERATIONS

STANDARD 30.1 **The Public Safety Answering Point (PSAP) had a written directive establishing procedures for handling calls from non-English speaking persons.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.

OPERATIONS

STANDARD 31.1 **The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the handling of:**

A. Silent and/or hang-up 9-1-1 calls; and

B. Misdirected or misrouted 9-1-1 calls.

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

OPERATIONS

STANDARD 32.1 **The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the handling of calls of crimes in progress.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.

OPERATIONS

STANDARD 33.1 The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the monitoring and handling of alarms, including but not limited to:

- A. Bank alarms;**
- B. Robbery alarms;**
- C. Burglary alarms; and**
- D. Fire alarms.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.

OPERATIONS

STANDARD 34.1 **The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the proper dispatching of Law Enforcement, Fire Services and Emergency Medical Services.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

OPERATIONS

STANDARD 35.1 **The Public Safety Answering Point (PSAP) has a written directive establishing procedures for Emergency Medical Dispatch (EMD), to include:**

- A. Call Taking;**
- B. Case entry compliance;**
- C. Quality improvement process, roles and responsibilities;**
- D. Obvious death policy and procedures; and**
- E. Re-certification policy.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.
4. Interview(s) with PSAP supervisory personnel to help verify compliance with this standard.

OPERATIONS

STANDARD 36.1 **The Public Safety Answering Point (PSAP) has a written directive establishing or outlining a “closest car policy” for emergency calls.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

OPERATIONS

STANDARD 37.1 **The Public Safety Answering Point (PSAP) has immediate access to the following resources:**

- A. Supervisor in charge;**
- B. Duty roster of all PSAP personnel;**
- C. Emergency contact information;**
- D. Call-back numbers (pagers, cell phones, residential, etc.) for all PSAP personnel; and**
- E. Visual maps of service area.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of duty roster and contact information should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Observe PSAP operations to help verify compliance with this standard.

OPERATIONS

STANDARD 38.1 The Public Safety Answering Point (PSAP) has a written directive establishing procedures for the handling of emergencies directed at the PSAP, including but not limited to:

- A. Bomb threats;**
- B. Fire;**
- C. Terrorism;**
- D. Natural disasters (e.g. water, snow, ice, tornado, etc.); and**
- E. Lengthy power outages.**

Compliance Verification Strategies

Assessors may seek to verify PSAP compliance with this standard by using one or more of the strategies listed below. There may be other strategies identified by the PSAP, which could also be acceptable.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Interview(s) with PSAP supervisory personnel to help verify compliance with this standard.

**NEW YORK STATE SHERIFFS' ASSOCIATION, INC.
PSAP ACCREDITATION PROGRAM**

STANDARD COMPLIANCE REPORT

FOR AGENCY USE:

County: _____
Standard: _____
Prepared by: _____

Method of Compliance:

_____ **Written directive (must be attached)**
_____ **Written documentation (must be attached)**
_____ **Interview(s) (specify names and titles)**
_____ **Observations**

Identify source(s) and explain: _____

Sheriff (or designee) Signature _____ **Date** _____

ASSESSOR USE ONLY:

Compliance: _____ **Noncompliance:** _____

Remarks/Recommended Improvements: _____

Assessor Signature: _____ **Date:** _____

NEW YORK STATE SHERIFFS' ASSOCIATION

PSAP ACCREDITATION QUESTIONNAIRE

County _____ Commanding Officer _____

Questionnaire Contact Person _____

Contact Person's Telephone No. _____

Email: _____

A. **INTRODUCTORY**

1. PSAP Office Personnel

Sworn _____

Civilian _____

Part-Time _____

2. Present PSAP Department Budget: _____

3. Attach table of organization of your PSAP Division.

4. Do you conduct Staff Meetings? _____

How often? _____

5. Attach a copy of your Annual Report.

B. **DEPARTMENT DATA**

1. Have you reviewed the PSAP Accreditation Manual for Sheriffs' Offices?

Yes No

2. Do you understand that written documentation for each Standard will be required from each Sheriff's Office seeking NYSSA accreditation?

Yes No

3. Do you realize that once you have notified the NYSSA that you are ready to be accredited, an Assessment Team composed of three Sheriffs' Office representatives chosen by the Association will conduct an on-site assessment at your department which will be of three days duration?

Yes No

4. Will you and/or your contact person be available at all times during this two day Assessment Team visit?

Yes No

PSAP ACCREDITATION REVIEW SHEET

The manual describes a voluntary accreditation program for Sheriffs' PSAP Divisions designed to enhance the law enforcement capabilities and the public perception of Sheriffs' Departments in New York State. The standards enumerated in the manual deal with the performance of sworn Deputy Sheriffs and civilian personnel charged with the communications divisions.

For your information, the accreditation procedure will generally consist of the following steps:

1. Sheriff reviews Accreditation Manual to determine if the accreditation program is feasible in his office.
2. Sheriff makes confidential written application to the Association for accreditation of his office.
3. Member of assessment team available to visit Sheriff to explain details of program and procedure and to give guidance and support.
4. Accreditation Questionnaire is completed by Sheriff and his staff and all required documentation is assembled.
5. Assessment team conducts a visit to review answers to questionnaire and documentation, and to give guidance in meeting any apparent deficiencies.
6. Assessment team makes written report and recommendations to Sheriff of any changes necessary to meet accreditation requirements.
7. Member of assessment team made available to any Sheriff requesting consultation or assistance concerning any point in accreditation procedure.
8. Sheriff brings department into compliance.
9. Assessment team makes recommendation to Sheriffs Association Executive Committee.
10. Executive Committee grants or withholds accreditation.
11. Sheriff files letter of continued compliance with the standards annually.
12. Accreditation expires after 5 years.
13. Reaccreditation follows the same procedure as original accreditation.

Once you have reviewed the Accreditation Manual and feel that you are substantially in compliance with the standards, you are invited to apply for accreditation in accordance with step two as described above.

REQUEST FOR PSAP ACCREDITATION ASSESSMENT

On behalf of the Tioga County Sheriffs Office, I hereby request an on-site assessment pursuant to the requirements set forth by the New York State Sheriffs' Association PSAP Accreditation Program. In making this request, I formally certify that the policies and procedures needed to meet all applicable program standards have been fully implemented. I further certify that all revisions in the agency's Policy and Procedure Manual have been distributed to appropriate personnel that orientation of all personnel to the new procedures has been completed, and that all forms referred to in the procedures are available and currently in use.

In accordance with program requirements, this office has established a separate folder for every program standard. To the best of my knowledge, each folder contains the following material:

1. A copy of the relevant page from the Accreditation Manual reprinting the individual standard;
2. A completed Standard Compliance Report that identifies the specific ways (documentation, interviews, etc.) in which the agency can show that it has met the intent of the standard;
3. A copy of all departmental policies and procedures that address the standard in question; and
4. Supporting documentation (sample forms, job announcements, lesson plans, etc.) which clearly demonstrates that all components of the standard have been fully implemented.

I agree to be present and available to address potential problems throughout the period of the on-site assessment. Key personnel (the PSAP division supervisor, training officer, etc.) will also be available to answer any questions that the assessors may have.

Signature of Sheriff

Date