

New York State Sheriffs' Association Public Safety Answering Point (PSAP) Accreditation Program



Program Standards Manual

(Version 4.0 dated June 18, 2026)

Changelog

Version	Date	Author/Workgroup	Description
4.0	June 18, 2026	Steve DeChick, Steve Gordon, Carole Cunningham, Matt Gentile, Dustin Gittens, Amanda Schutlz, Charles Vitale	Major update from version 3 to version 4. Minor edits to 30 standards, major edits to 18 standards, 3 standards removed, 6 standards created.

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 for use on a voluntary basis.

Definitions of key terms are presented in the definitions section 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.

NYSSA PSAP Standards 2026 Review Committee

(By Agency)

New York State Division of Homeland Security and Emergency Services
Office of Interoperable and Emergency Communications

Amanda Schultz

Oneida County Emergency Services

Matthew T. Gentile

Ontario County Sheriff's Office

Stephen M. DeChick

Ontario County Sheriff's Office

Dustin G. Gittens

Rochester Emergency Communications Department

Charles M. Vitale

Saratoga County Sheriff's Office

Steven G. Gordon

Wyoming County Sheriff's Office

Carole E. Cunningham

PSAP/911 Accreditation General Information

Thanks for your interest in our PSAP/911 accreditation program. This is available to all 911 centers, not just those operated by the Sheriff's Office.

Accreditation Procedures

Before any accreditation assessment, a mock assessment is highly encouraged. This gives the agency an opportunity for an assessor to review the files with the accreditation manager. The assessor will be able to assist the agency with a review of their files prior to scheduling their on-site assessment.

The accreditation team will consist of two or three assessors, one of which will act as the team leader.

We encourage the accreditation manager to conduct a conference call with the accreditation team to review the procedures for the assessment and to review any standards needed for the preview.

The Accreditation Manager will create a folder for each standard. These can either be in standard paper format, electronic (such as PowerDMS), or shared server. Any are acceptable for accreditation as long as the assessors have ready access to these files.

Accreditation assessment requirements:

- There must be documentation in each file to establish compliance with the standard.
- A completed standard compliance report will be placed in or attached to each accreditation file.
- There must be documentation in each file to establish compliance *for the accreditation period*.
 - In some cases, a note that there is no new information (e.g., standards which require a mission statement) will be sufficient. In other folders, documentation may take the form of sample reports or forms, as long as all information is available to the assessors if needed (e.g., a standard requiring certain training need not have training records for every employee in the folder, but a sampling of training records is sufficient as long as all training records are available for inspection).
 - A clear indication in the files is required to assist the assessor in locating the exact information for the appropriate standard.
 - This can be a highlight, flag, or other notation for the relevant section.
- For any variance granted by the NYS Interoperable and Emergency Communications (SIEC) Board, a copy must be documented with the appropriate standard.

For re-accreditation assessments:

- A completed standard compliance report will be placed or attached in each accreditation file.
- A re-accreditation period is five years from the time of the last accreditation date.
 - e.g. Your agency was accredited on June 15, 2026, your accreditation recertification cycle would be June 15, 2026, through June 15, 2031.
- Each year the agency must certify to NYSSA that the agency continues to comply with the standards.

On-Site Review

- NYSSA will schedule the on-site assessment when the agency indicates they are ready for their review.
- NYSSA will cover hotels and incidentals for the accreditation team.
- The agency will provide the assessors with a private room to conduct their assessment. The following personnel shall be identified by the accreditation manager and should be available during the assessment on-site. This may include, but is not limited to:
 - PSAP Management
 - Accreditation Manager
 - Training staff
 - Supervisory staff
 - HR staff
 - Facilities staff
 - Others as determined by the assessment team and/or indicated by the standards.

Helpful Links

Here are links to some documents that you will need to start the process:

- Accreditation Manual
- [Standard compliance form](#), that must be completed for each standard and available for review by our assessors
 - If using PowerDMS, each standard must have proofs associated with it.
- [Title 21](#), Chapter LX
- [NYS DHSES OIEC Sample Standards, Policies, Procedures, and Guidance Documents](#)
- For more information or examples, email XXX@NYSSA.org

Definitions

Chain of Command: The established lines of authority, responsibility, supervision, and communication within the organizational hierarchy of a Public Safety Answering Point.

Communications Training Officer (CTO): A qualified member of a Public Safety Answering Point who has successfully completed a recognized and approved Communications Training Officer (CTO) training program by the State Interoperable and Emergency Communication (SIEC) Board, and is authorized to provide structured on-the-job training, instruction, evaluation, mentoring, and performance documentation for entry-level, trainee, or probationary emergency communications personnel.

Delegated Authority: Authority granted to a subordinate position to perform designated duties or make specified decisions on behalf of a higher authority.

Discipline: A corrective and administrative process intended to address employee conduct, performance, or compliance with established policies, procedures, rules, regulations, and professional standards. Discipline may include corrective action or punitive measures intended to correct unsatisfactory behavior or performance.

Emergency Services Dispatcher Training and Evaluation Program (ESDTEP): A formal training and evaluation program required by [21 NYCRR Part 5201.3](#) that establishes performance standards, training requirements, and evaluation procedures for emergency services dispatch personnel to develop, assess, and document competency in call-taking and dispatch operations.

Public Safety Telecommunicator Training and Evaluation Program (PSTTEP): A formal training and evaluation program required by [21 NYCRR Part 5201.3](#) that establishes performance standards, training requirements, and evaluation procedures for emergency services dispatch personnel to develop, assess, and document competency in call-taking and dispatch operations.

Entry Level: The employment status of an individual upon initial appointment, hire, or assignment to a position within a Public Safety Answering Point.

Entry Level Training: An approved entry level course of instruction for Public Safety Telecommunicator pursuant to [NYCRR Title 21 Chapter LX](#) or a course approved by the New York State Interoperable and Emergency Communications (SIEC) Board.

Evaluation: A formal and systematic process used to assess, measure, analyze, and document the effectiveness, performance, implementation, compliance, or outcomes of a program, policy, procedure, operation, system, or employee in relation to established laws, regulations, standards, objectives, policies, or performance measures.

Fire Service: Any fire department, fire district, fire company, fire protection agency, or other entity authorized or recognized pursuant to applicable New York State law to provide fire suppression, fire prevention, fire rescue, hazardous materials response, or related emergency services, whether volunteer, combination, or career in nature, and including personnel certified or otherwise authorized by New York State to perform such functions.

First Line Supervisor: Any person employed by the PSAP who is regularly responsible for the supervision of PSAP operations during the assigned shift in accordance with the authority's policies and procedures.

Fiscal Management: The system, process, and administrative practices utilized to manage, account for, monitor, control, and report the financial resources, expenditures, revenues, budgeting, purchasing, and related fiscal operations of a Public Safety Answering Point in accordance with applicable laws, regulations, policies, and accepted governmental accounting practices.

Geographic Information System (GIS): The authoritative geospatial data environment used to support NG9-1-1 location validation, call routing, mapping, and emergency response operations through the maintenance of accurate address, road centerline, and service boundary data.

Goals: Broad organizational statements establishing desired outcomes, intended achievements, or long-term operational results toward which a Public Safety Answering Point, its personnel, programs, services, systems, or operations are directed. Goals provide strategic direction for operational planning, policy development, resource allocation, performance management, service delivery, organizational effectiveness, and the accomplishment of established public safety objectives.

Grievance Procedure: A formally established administrative process governing the submission, review, investigation, resolution, and disposition of employee grievances, disputes, or complaints concerning the interpretation, application, or alleged violation of applicable laws, rules, regulations, policies, procedures, collective bargaining agreements, employment practices, or conditions of employment. The grievance procedure shall be administered in accordance with applicable legal requirements, contractual obligations, and governing agency policies.

Hierarchically Organized: A structured organizational system within a Public Safety Answering Point in which authority, responsibility, supervision, and accountability are established through successive levels of command or supervision, with each employee or organizational unit reporting to and being directed by a designated supervisor or higher authority within the chain of command.

Incident: Any event, occurrence, condition, situation, or activity that requires, results in, or has the potential to require a response, notification, coordination, dispatch, or provision of emergency or public safety services by a Public Safety Answering Point or associated public safety agency.

Internal Affairs Functions: The designated person, unit, division, or organizational function responsible for the receipt, review, investigation, documentation, and disposition of complaints, allegations of misconduct, policy violations, or other matters involving personnel, operations, or activities of a Public Safety Answering Point.

In-Service Training: Any authorized training, instruction, continuing education, professional development, or skills maintenance provided to personnel following completion of required entry-level, basic, or initial training applicable to their position or assignment within a Public Safety Answering Point.

Job Classification: A formally established and documented designation identifying and categorizing positions within a Public Safety Answering Point based upon assigned duties, responsibilities, authority, qualifications, experience, skills, and other employment-related factors. Job classifications may include position titles, job

descriptions, minimum qualifications, essential functions, supervisory responsibilities, compensation grades, and other classification specifications established by the governing authority or applicable personnel system.

Law Enforcement Agency: Any agency, department, division, bureau, commission, authority, public benefit corporation, municipality, police district, or other governmental entity authorized under the laws of the State of New York to employ police officers or exercise law enforcement authority, including those entities employing police officers as defined pursuant to Section 1.20 of the New York State Criminal Procedure Law, as amended.

Lesson Plan: A formally developed and documented instructional guide used to ensure the consistent, standardized, and effective delivery of training or education. A lesson plan shall identify the course topic, instructional objectives, subject matter content, instructional methods, required materials and resources, applicable references, performance objectives, evaluation criteria, and any testing or assessment instruments necessary to measure comprehension or performance.

Limited English Proficiency (LEP): The limited ability of an individual to read, write, speak, or understand the English language at a level necessary to effectively communicate with, understand, or receive services from a Public Safety Answering Point or emergency services agency without the assistance of interpretation, translation, or other language access services. The term shall be interpreted consistent with applicable federal and state laws, regulations, and guidance governing language access and non-discrimination in the delivery of emergency services.

Medical Standard: A requirement establishing that Emergency Communications personnel must be medically capable of performing the essential functions of the position, with or without reasonable accommodation, as determined through an appropriate medical evaluation conducted in accordance with applicable federal, state, and local laws, regulations, and agency policies.

Mission Statement: A formally adopted written statement that defines the purpose, function, responsibilities, and operational objectives of a Public Safety Answering Point. The mission statement establishes the fundamental principles and overall direction guiding the delivery of emergency communications services, organizational operations, public service, and support to participating public safety agencies.

Non-Discriminatory Procedures: Policies, practices, standards, methods, or components of a selection, hiring, appointment, promotion, evaluation, or employment process that are designed and administered in a fair, impartial, and legally compliant manner and that do not unlawfully discriminate against, exclude, or adversely affect individuals or groups on the basis of any protected classification recognized under applicable federal, state, or local law.

Objective: A specific, measurable, and identifiable action, strategy, result, or performance target established to support the achievement of a stated goal within a Public Safety Answering Point. Objectives provide defined direction for operational planning, implementation, accountability, and performance evaluation.

Off-Duty: The status or period of time during which an emergency communications employee is not assigned to, scheduled for, or engaged in authorized work duties, training, assignments, details, or other officially approved activities on behalf of the Public Safety Answering Point.

On-Duty: The status or period of time during which an emergency communications employee is assigned to, scheduled for, or engaged in authorized work duties, training, assignments, details, or other officially approved activities on behalf of the Public Safety Answering Point, including any time so designated by the Chief Executive Officer (C.E.O.) or designee.

Organization Chart: A formally developed graphical representation of the organizational structure of a Public Safety Answering Point depicting its divisions, units, positions, supervisory relationships, chain of command, functional responsibilities, and lines of authority and communication.

Performance Evaluation Systems: A formally established and documented system utilized by a Public Safety Answering Point to assess, measure, document, and evaluate the job performance, operational effectiveness, conduct, and compliance of personnel with established duties, performance standards, policies, procedures, and organizational expectations.

The system shall utilize objective, job-related, and measurable performance criteria to support accountability, operational readiness, performance improvement, employee development, and personnel management decisions.

Policy: A formally adopted statement establishing the principles, intent, direction, requirements, and governing philosophy of a Public Safety Answering Point. Policy provides the authoritative framework for organizational decision-making, operations, conduct, and service delivery, and serves as the foundation on which procedures, rules, and operational practices are developed and implemented.

Probationary Period: A defined period of employment, assignment, promotion, transfer, or appointment during which a Public Safety Answering Point evaluates an employee's qualifications, performance, conduct, competency, suitability, and ability to satisfactorily perform the duties and responsibilities of a position, while providing the employee an opportunity to demonstrate their capability to meet established job requirements and organizational expectations. The probationary period shall be administered in accordance with applicable New York State Civil Service Law, rules and regulations of the appropriate civil service authority, and any applicable collective bargaining agreement.

Procedure: A formally established method, process, or series of actions adopted by a Public Safety Answering Point to implement and carry out established policies, operational requirements, and organizational objectives. Procedures provide direction and guidance for the performance of duties and operations while permitting reasonable discretion and flexibility consistent with applicable laws, regulations, policies, and operational needs.

Proficiency: The demonstrated ability to perform assigned duties, functions, tasks, or responsibilities with a high degree of competence, skill, knowledge, accuracy, efficiency, and consistency in accordance with established standards, policies, procedures, and operational expectations.

Public Information Function: The designated person, position, unit, or organizational function responsible for the development, coordination, release, and dissemination of official information concerning the Public Safety Answering Point to the news media, social media platforms, governmental agencies, partner organizations, and the public, in accordance with applicable laws, policies, and authorized procedures.

Public Safety Answering Point Director, Deputy Director (or equivalent): Any person employed by the PSAP who is regularly responsible for the day-to-day oversight and operations of the PSAP in accordance with the authority's policies and procedures.

Public Safety Telecommunicator (PST): An individual either full or part-time responsible for answering, processing, and prioritizing emergency and non-emergency calls for service; dispatching and coordinating public safety resources; operating public safety communications systems; and providing communications support for law enforcement, fire, emergency medical, and other emergency services agencies.

Records Management System (RMS): Systems utilized by public safety communications centers for call processing, dispatch, records management, research, and analysis contain sensitive and confidential information, including investigative data, personal information, and other protected records.

Rules and Regulations: Formally established directives, requirements, standards, or provisions governing the conduct, operations, responsibilities, practices, and activities of a Public Safety Answering Point and its personnel. Rules and regulations are adopted to ensure compliance with applicable laws, policies, procedures, operational standards, and organizational expectations and may prescribe mandatory or prohibited actions.

Rules of Conduct: Formally established written standards governing the expected behavior, professional conduct, responsibilities, and actions of personnel within a Public Safety Answering Point. Rules of conduct establish acceptable and prohibited behavior and provide guidance to ensure compliance with applicable laws, regulations, policies, procedures, ethical standards, and organizational expectations.

Selection Process: A formally established and documented process utilized to evaluate, assess, and determine the qualifications, suitability, competency, and eligibility of applicants for employment, appointment, promotion, or assignment within a Public Safety Answering Point. The selection process may include, but is not limited to, application review, written examinations, oral interviews, skills assessments, background investigations, reference checks, authorized medical or psychological evaluations, veteran's preference considerations, ranking procedures, and other lawful, job-related assessment methods. Any component of the selection process shall be administered in accordance with applicable federal and state laws, New York State Civil Service Law, rules and regulations of the appropriate civil service authority, equal employment opportunity requirements, and any applicable collective bargaining agreement.

Specialized Training: Training, instruction, education, or continuing professional development provided to Public Safety Answering Point personnel to develop or enhance advanced, technical, operational, supervisory, communications, instructional, or job-specific knowledge, skills, and abilities beyond those acquired through basic, entry-level, or routine in-service training.

Supervisory Staff: Personnel within a Public Safety Answering Point who are assigned and authorized to perform supervisory, managerial, command, administrative, or oversight responsibilities as part of their officially designated job duties or position classification.

Supervisory Training: Specialized training, instruction, education, or professional development designed to develop or enhance the supervisory, management, leadership, administrative, executive knowledge, skills, and abilities required for personnel assigned to supervisory or managerial responsibilities within a Public Safety Answering Point and/or any specialized training as outlined within [Title 21 Section 5201.5 Specialty Training](#).

Workplace Harassment: Unwelcome verbal, physical, visual, written, electronic, sexual, or other conduct occurring within the employment or work environment that is based upon a protected characteristic or otherwise violates applicable law, regulation, or organizational policy, and that explicitly or implicitly affects employment, unreasonably interferes with work performance, or creates an intimidating, hostile, offensive, or abusive work environment.

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.

New York State Sheriffs' Association, Inc.
PSAP Accreditation Program

STANDARD COMPLIANCE REPORT

PSAP:	Standard:
Prepared by:	Review Date:

Agency Proofs

	Proof Type	Notes / Names / Titles
☐	Written directive	Must be attached
☐	Written documentation	Must be attached
☐	Interview(s)	Specify names and titles in comments
☐	Observations	Describe what was reviewed in comments

Comments

Compliance Determination

☐ Compliance	☐ Noncompliance
Basis for finding: 	Basis for finding:

Assessor Signature:

Date: _____

Administration Standards

STANDARD 1.1

The Public Safety Answering Point has a written mission statement.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 1.2

The Public Safety Answering Point develops goals and objectives that are reviewed, and/or updated 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 or attempted to attain its goals and objectives should be available for review.
7. Examples of recently completed evaluations should be provided.

STANDARD 2.1

The Public Safety Answering Point has a written directive:

- A. Establishing a chain of command.
- B. Requiring supervisory personnel to be accountable for employee performance under immediate control.
- C. All levels of supervisory staff have defined authority.
- D. Each employee is accountable for the use of delegated authority.
- E. An organizational chart that is updated and available to all personnel reflecting the chain of command and lines of communications within the PSAP and is organized in a hierarchy.
- F. Number of personnel, by rank or job title, within each organizational component.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 2.2

The Public Safety Answering Point has a statement of duties and responsibilities (job description) for each job title or assignment within the PSAP.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. The statements of duties and responsibilities associated with each job classification or assignment should be available for review.
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 2.3

The Public Safety Answering Point shall have a written directive describing an established system for the development and promulgation of PSAP policies, procedures, rules and regulations which:

- A. Formatted, Indexed, Purged, Updated; and 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 ensure the receipt of the directives by all affected components and personnel.
- E. Enables staff to submit new policy suggestions or suggestions for change to existing policy.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 2.4

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 2.5

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 2.6

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 2.7

The Public Safety Answering Point 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 2.8

The Public Safety Answering Point has a written directive or documentation designating the position or component responsible for fiscal management.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 2.9

The Public Safety Answering Point has an accounting system for its budget which includes status reports for each fiscal period 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.
- E. The Chief Executive Officer (CEO) has the ability to determine the fiscal status of the PSAP's budget at any given time.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A description of the internal accounting system used by the PSAP should be provided.
2. Copies of 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 PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 3.1

The Public Safety Answering Point has a written directive regarding PSAP-owned property that:

- A. The directive must outline procedures for procurement, requisition, and 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the directive should be available for review.
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.

STANDARD 4.1

The Public Safety Answering Point 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.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Review of PSAP records to verify that a record management system does exist
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 4.2

The Public Safety Answering Point shall have a written directive for responding to requests made under the Freedom of Information Law (FOIL).

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Written directive outlining FOIL requests.
2. Examples of all reports, forms, or logs should be provided.
3. Completed forms should be reviewed to verify that all aspects of the process are being implemented.
4. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 4.3

The Public Safety Answering Point has an administrative reporting program(s) which preserves the statistical and data summaries for the PSAP operations.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Assessors may seek to verify compliance with this standard by using one or more of the methods listed below. 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 to verify their understanding of and compliance with this standard.
4. Review of prepared reports.

STANDARD 4.4

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

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Documentation outlining the record keeping function should be available for review.
2. Provide PSAP files of records to verify compliance with this standard.
3. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.
4. BOE Records schedules can be found [here](http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page) (<http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page>).

STANDARD 5.1

A job announcement for every entry level Public Safety Answering Point position and includes the following:

- A. A description of the duties associated with the position to be filled;
- B. Requirements that must be met to qualify for the position (age, education, etc.);
- C. Information outlining the application process.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Copies of job announcements for every entry level PSAP position should be available for review.
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 5.2

The Public Safety Answering Point has a written directive that designates a person(s) or position(s) or agency responsible for administering 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 5.3

The Public Safety Answering Point shall appoint/select candidates in accordance with NYS Civil Service Law.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. If the PSAP follows Civil Service procedures, verification from Civil Service should be available for review.
2. If the PSAP does not follow Civil Service procedures, the following shall be provided:
 - a. Documentation describing the methods by which verbal and written tests are administered, scored, evaluated, and interpreted should be available for review.
 - b. Examples of such documents as oral/written instructions, answer sheets, practice problems, and time limits should be provided. Such components should be standardized.
 - c. 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).
 - d. Records of any verbal or written test results which have been scored, evaluated, and interpreted according to the criteria should be provided.
 - e. Interviews with personnel who have taken verbal/written tests as part of the selection process to verify that appropriate procedures were followed.
3. If the PSAP relies on an external organization to administer and/or process, all relevant documentation shall be provided.

STANDARD 6.1

The Public Safety Answering Point shall require that the public safety telecommunicator shall have obtained a high school diploma evidencing completion of a course of study at an accredited high school or secondary school. Alternatively, they shall have obtained a General Equivalency Diploma or equivalent.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Copies of job announcements for every entry level PSAP position should be available for review.
2. Review of the employee files to show proof of diploma, GED, or equivalent.

STANDARD 6.2

The Public Safety Answering Point shall require all candidates for employment as public safety telecommunicators shall:

Medical examination to include a hearing test, and;

- A. A psychological examination/personality assessment, prior to appointment.
- B. All such assessments shall be in conformity with New York Executive Law article 15 (Human Rights Law).

Commentary

1. *None*

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Verification of the written directive showing each of the requirements above.
2. Review of PSAP records noted above.

STANDARD 6.3

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 6.4

The Public Safety Answering Point requires that all candidates:

- A. Be subject to a background investigation, including a fingerprint based criminal history search (Criminal history of a candidate must be assessed in accordance with applicable federal and State requirements, including New York Executive Law article 15 (Human Rights Law) and the access requirements of necessary crime information systems), and;
- B. Be of good moral character as determined by the agency Chief Executive Officer.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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. Interview(s) with personnel who serve as background investigators to verify their knowledge of and compliance with this standard.

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 utilizing a standardized rating scale.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 6.6

The Public Safety Answering Point requires that exit interviews are offered to all personnel upon leaving their position and shall be maintained with the employee's employment records.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A review of personnel files to verify PSAP compliance.
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 6.7

The Public Safety Answering Point 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 employees are evaluated at a minimum of three times during this period.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 yet completed or entered a period of probation, examples of the forms, reports, logs, etc. that will be used should be provided.
3. 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.).
4. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 6.8

The Public Safety Answering Point 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.
4. Interview(s) with supervisory and subordinate personnel to verify their understanding of and compliance with this standard.
5. Written documentation, training records, or lesson plans used to instruct raters should be available for review by assessors.
6. Interview(s) with supervisors who have received rater training to verify their understanding of the rating procedures and responsibilities.

STANDARD 6.9

The Public Safety Answering Point requires that records of candidates who have been selected are maintained in accordance with the records retention and disposition schedule issued by the Commissioner of the State Department of Education beyond the duration of their employment.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.
3. All such records are retained pursuant to the records retention schedules provided by the New York State Department of Education, which can be found [here](http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page) (<http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page>).

STANDARD 7.1

The Public Safety Answering Point has written directives specifying the rules of conduct (code of conduct) which clearly defines the agencies' expectations.

Commentary

1. *If determined by the Chief Executive Officer a policy/procedure should be established including but not limited Grooming/Appearance/Uniform requirements,*
2. *Social Media use by employees or the agency.*

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written directive should be available for review; and
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.
3. Observations of PSAP personnel can be conducted to verify that the policy is being followed.

STANDARD 7.2

The Public Safety Answering Point 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written directive should be available for review.
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.
4. Review of the collective bargaining unit agreement selection regarding discipline.

STANDARD 7.3

The Public Safety Answering Point has a written directive prohibiting workplace harassment.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Interview(s) with person(s) responsible for receiving complaints and reviewing reports of workplace harassment to verify that:
 - a. All employees have a thorough understanding of their respective roles.
 - b. Appropriate procedures are being followed.

STANDARD 8.1

The Public Safety Answering Point has a written directive governing the process of promotion (if applicable). 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 non-discriminatory.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written procedure outlining the promotion process should be available for review.
2. Interview(s) with the person(s) responsible for administering the PSAP's role to verify that they have a thorough understanding of their role and that appropriate procedures are being followed.
3. PSAP files and records associated with the promotion process should be examined to verify consistency and uniformity for all personnel
4. It is recognized that a PSAP that follows Civil Service guidelines in the promotional process will meet the guidelines of this standard.
5. 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.

STANDARD 9.1

The Public Safety Answering Point has a written directive or agreement that outlines a grievance procedure.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 10.1

The Public Safety Answering Point has a written directive that identifies procedures and criteria for recognizing employees.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 10.2

The Public Safety Answering Point shall have a health and wellness program(s).

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A review of documents to ensure a health and wellness program exists.
2. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 11.1

The Public Safety Answering Point has a written directive that specifies the internal affairs (professional standards) function.

The directive shall include the following:

- A. Recording, registering and controlling the investigation of complaints against employees;
- B. Supervising and controlling the investigation of alleged or suspected misconduct within the PSAP, and
- C. Maintaining the confidentiality of internal affairs investigation and records.
- D. A procedure to notify that complaints against the PSAP or its employees will be investigated and administratively handled pursuant to Section 50-a of the Civil Rights Law
- E. The directive shall include how to handle the following types of inquiries:
 - a. Customer complaints.
 - b. Agency complaints.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the directive should be available for review. and include any connection to internal affairs and the agency Chief Executive Officer.
2. Interview(s) with personnel responsible for the control, undertaking, and supervision of internal investigations to verify their knowledge of and compliance with the standard.
3. Verification that these files should be locked and placed in a restricted area.

STANDARD 11.2

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 12.1

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

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Interview(s) with PSAP personnel to verify their understanding of and compliance with this standard.

STANDARD 13.1

The Public Safety Answering Point requires a written directive that outlines the agency's community relations program(s).

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 13.2

Blank available for future standard.

Commentary

3. *None*

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

Training Standards

STANDARD 14.1

The Public Safety Answering Point requires that all emergency services dispatchers are not authorized, permitted or assigned to perform regular duties until they have successfully completed the training found in NYCRR Title 21, Chapter LX, Public Safety Telecommunicator Entry Level Training Standards within twelve (12) months of appointment date.

- A. For the forty (40) hours of minimum training, the course must be found in Title 21, Chapter LX, Courses of Instruction unless a course has been approved by NY SIEC Board.

Commentary

- 4. *For any employee covered who is not able to complete the training program within the twelve months of appointment, the extension must be approved by the NY SIEC Board and documents maintained in the employees training file.*

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A review of training records of public safety telecommunicator to verify successful completion of the forty-hour course of instruction as listed in Title 21.
2. Interview(s) with PSAP personnel to verify the accuracy of training records and PSAP compliance with this standard.
3. Interview(s) with PSAP personnel responsible for the training function to verify their knowledge of and compliance with this standard.
4. If a course was approved by NY SIEC Board, a copy of that letter will serve as verification.

STANDARD 14.2

The Public Safety Answering Point has a Public Safety Telecommunicator Training Program (PSTTP) in compliance with NYCRR Title 21 Chapter LX. A dispatcher in an PSTTP must be under the immediate supervision of a trainer and not be assigned to work alone until such training is satisfactorily completed. The PSTTP 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.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the Emergency Public Safety Telecommunicator Training 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 PSTTP 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.

STANDARD 14.3

If the Public Safety Answering Point 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. The EMD certification must be maintained through the employee's appointment period with the agency.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 14.4

The Public Safety Answering Point requires all emergency services dispatchers to receive at least twenty-one (21) hours of in-service training annually in compliance with NYCRR Title 21 Chapter LX Annual in-service training standards. The PSAP maintains records documenting all topics that are covered during the training.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A review of training records to determine whether 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.

STANDARD 14.5

The Public Safety Answering Point must use certified instructors to provide and/or approve the required twenty-one (21) hour in-service training. This certification must be in accordance with instructor standards and qualifications set forth in Part 6023 of the New York State Codes, Rules, and Regulations or certified by APCO, NENA, NECI, or NYS Office of Fire Prevention and Control (OFPC) Fire Service Instructor I. 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

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Provide a list of instructors that it uses as well as records verifying that they have been certified in accordance with Part 6023 of the N.Y.S. Codes, Rules and Regulations or by APCO, NENA, NECI or NYS OFPC.
2. Interview(s) with personnel responsible for the training function to verify their knowledge and understanding of the certification requirement.
3. Interview(s) with personnel used by the PSAP as instructors to verify both their certification and accuracy of PSAP records.

STANDARD 14.6

If any specialized technical or job-specific training is required as outlined in NYCRR Title 21, Chapter LX, Specialty training. All persons filling these positions must successfully complete an initial training course in a timely manner in their area of specialization. They must attend periodic in-service training courses to update their skills or maintain their specialty certification.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 14.6

All persons filling supervisory roles must successfully complete a supervisory training course as listed in NYCRR Title 21 Chapter LX Courses of Instruction within twelve (12) months of appointment and attend periodic in-service training courses to update their skills.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Provide documentation which identifies all supervisory positions, the training that is required for each, and a listing of all persons assigned to fill these supervisory 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 supervisory 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 supervisory 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 supervisory in-service courses which employees have already attended.

STANDARD 15.1

The Public Safety Answering Point requires that training records (including the entry-level training and annual in-service) are up-to-date and properly documented for all PSAP personnel. Records are maintained in accordance with the records retention and disposition schedule issued by the Commissioner of the State Department of Education.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.
4. BOE Records schedules can be found [here](http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page) (<http://www.archives.nysed.gov/records/local-government-record-schedule/lgs-1-title-page>).

STANDARD 15.2

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 15.3

The Public Safety Answering Point when implementing any technology, public safety solution, or upgrade being used in call-taking or dispatching must provide and document adequate initial and on-going training.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Documentation of initial training.
2. Documentation of on-going training.
3. Interviews/observations with employees.

Technology Standards

STANDARD 16.1

All PSAPs, back-up PSAPs, and critical 911 system infrastructure, shall maintain a standby electrical power source (UPS) capable of ensuring uninterrupted and continuous operation of the PSAP and critical systems in the event of the failure of the primary power source. The authority shall have a written procedure for the testing of standby power sources.

- A. The authority shall conduct documented inspections and preventative maintenance of standby power sources in accordance with the manufacturer's recommendations and shall conduct documented testing of standby power sources at least monthly.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 the alternate source of electrical power for knowledge of and compliance with this standard.
3. A visual inspection of the UPS; and of the generator power for the PSAP.

STANDARD 16.2

All PSAPs shall have a time synchronization system for the purpose of coordinating system-wide timing among the various 911 systems and support systems pursuant to NYCRR Title 21 Chapter LX.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A review of PSAP records for time consistency.
2. Interview(s) with PSAP personnel.
3. A visual inspection of the master network time source for the PSAP.

STANDARD 16.3

All PSAPs shall be equipped with software protection as required by the authority including a means of access that requires each authorized user to utilize unique identifiers to enter the systems. An annual audit of system users shall be conducted.

- A. The authority shall have a policy prohibiting introduction of unauthorized media or storage devices and installation of unauthorized software on PSAP computers.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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. Review printed report for access controls.

STANDARD 17.1

The Public Safety Answering Point utilizes a CAD program. The CAD shall interface with the 911 system for ANI/ALI transfer. The CAD system 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 unit assigned to handle;
- G. Time of unit arrival;
- H. Time of unit(s) clear

The CAD mapping system shall comply with NYCRR Title 21 Chapter LX.

- A. All CAD mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAPs coverage area if a CAD based mapping solution is used. Or;
- B. All mapping program data shall be updated at least quarterly to reflect all GIS changes within the PSAP's coverage area. And;
- C. If a CAD based mapping solution is used, a PSAP's CAD shall be capable of maintaining GIS data in the NG-911 format as specified by the National Emergency Number Association (NENA) standard for NG9-1-1 GIS Data Model and any applicable New York State GIS standards/policy/plans.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance of this standard.
2. A review of the (CAD) Program to verify compliance with this standard.
3. A review of CAD records to verify compliance with this standard.
4. If the PSAP does not have a CAD based mapping system, it shall comply with the alternate provisions as specified in with NYCRR Title 21 Chapter LX.

5. A written directive indicating participation in the NYS GIS program.

STANDARD 18.1

The Public Safety Answering Point can alert the responding agency without having to relay or reroute 911 requests for service unless the request for service originates outside the jurisdiction. A PSAP shall transfer all 911 requests for service originating outside its jurisdiction to the appropriate agencies pursuant to existing local practice.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 19.1

The Public Safety Answering Point has the following communication center system capabilities to:

- A. Rebid ANI/ALI data.
- B. A method of transferring 911 requests for service to the proper agency or jurisdiction.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 20.1

The Public Safety Answering Point has a written directive establishing procedures for the handling of Text to a seven-digit number, Text to 9-1-1, TDD or TTY calls, and utilizes telecommunications equipment as applicable per NYCRR Title 21 Chapter LX.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 21.1

All PSAPs that dispatch law enforcement shall have access to a criminal justice information system. The authority shall have a written procedure for participation in the criminal justice information system or systems the PSAP utilizes.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 22.1

The Public Safety Answering Point ensures all emergency telecommunications are recorded, and has a written directive establishing procedures for the playback of recordings, to include:

- A. Have a written policy establishing procedures for the playback and/or retrieval of emergency communications;
- B. Have a written policy for the securing and storage of recordings;
- C. Establish criteria, and have a written policy for, access to recordings;
- D. Have a written procedure for the release of recordings;
- E. Retain PSAP recordings for a minimum of 90 days or in accordance with applicable state or federal laws (whichever is longer); and
- F. Ensure that instant playback units are located at all public safety telecommunicator positions.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written directive should be made available for review;
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.

STANDARD 23.1

The Public Safety Answering Point shall have a written directive and be equipped with redundant communications capabilities which:

- A. Allow communications with all police, fire, emergency medical services and ancillary services (if applicable) within the area covered by the PSAP, as well as surrounding agencies/organizations.
- B. Provide for interim communications during PSAP evacuations or PSAP emergencies.
- C. Identifies a backup facility which is wired, ready, and tested quarterly for evacuating or supplementing the primary PSAP.
- D. Includes, CAD system, and radio system.
- E. The authority shall have a written policy to handle overflow of 911 requests for service.
- F. Established a policy that governs communications interoperability between disparate emergency services (police/fire/emergency medical services), neighboring communications centers, neighboring emergency services, and federal/State agencies.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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 backup facility to help verify compliance with this standard and review backup PSAP testing logs shall be made available for review.
4. A copy of the written directive shall be provided for review.

STANDARD 24.1

The Public Safety Answering Point shall have a backup manual paper call log system, backup maps, and printed resources available to PSAP personnel in the event of automated equipment failure.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 25.1

All PSAPs, in coordination with their GIS providers, shall participate in the State of New York GIS program(s) and provide updates to the State of New York as necessary but not less than monthly.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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. A written directive indicating participation in the NYS GIS program(s).

STANDARD 26.1

The Public Safety Answering Point shall be locked and/or secured from intrusion. PSAP shall have a written directive regarding authorized access and security.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
2. A copy of the written directive shall be provided for review.
3. Observe PSAP operations to help verify compliance with this standard.
4. Observe PSAP facility to help verify compliance with this standard.
5. Appropriate signage shall be placed on entrance doors to limit access to authorized persons only.

Operations Standards

STANDARD 27.1

The Public Safety Answering Point shall have a policy and procedure for handling requests for service involving:

- A. missing vulnerable adults,
- B. missing children,
- C. runaways,
- D. victims of domestic violence,
- E. elder abuse and,
- F. AMBER alerts.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 28.1

All PSAPs shall be staffed 24 hours a day, seven days a week, by a minimum of two qualified, certified public safety telecommunicators with at least one person located within the PSAP designated as in-charge.

- A. All PSAPs shall have staffing adequate to answer 90 percent of all incoming 911 requests for service within 10 seconds of connection each month.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.
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.
5. Analytics report confirming 90% of calls answered within 10 seconds by month.

STANDARD 29.1

All Public Safety Answering Points shall maintain a process devoted to quality assurance and improvement (QA/QI). The QA/QI process shall include a review of the following:

- A. Call-taking and
- B. Dispatch performance and,
- C. Behavior and,
- D. Outcomes against agency and industry established performance standards to ensure compliance, consistency, and accuracy in the delivery of public safety communications service.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written directive should be available for review.
2. Interview(s) with PSAP personnel to verify their knowledge of and compliance with this standard.
3. Copies of completed QA/QI evaluations.

STANDARD 30.1

All PSAPs shall have the ability to communicate expeditiously with callers who do not speak English (e.g., via language interpreter services).

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 31.1

All PSAPs shall maintain a written directives system available to all employees that at a minimum includes a policy and procedure for:

- A. handling silent, misdialed, abandoned and disconnected 911 requests for service and;
- B. transferring misdirected or misrouted 911 requests for service.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the directive should be available for review.
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.

STANDARD 32.1

The Public Safety Answering Point has a written directive establishing that all requests for service shall be dispatched immediately, or as soon thereafter as possible within the practicalities of responding to other requests for service requests for service, in accordance with the PSAP's written policies and procedures for prioritizing service needs.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 33.1

The Public Safety Answering Point has a written directive establishing procedures for the monitoring (receive) and handling of any systems for which results in a call for service.

Commentary

1. *There are many systems that a PSAP may monitor that could result in a call for service. Some of these systems include ShotSpotter, 3SI, RapidSOS, ASAP to PSAP, or alarms directly wired to the PSAP. Therefore the policy should be specific to the system that is utilized within the PSAP.*

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

STANDARD 34.1

Blank available for future standard.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

STANDARD 35.1

The Public Safety Answering Point 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. Recertification policy
- F. Temporary suspension of EMD protocols.
- G. The PSAP must have an agreement in place to transfer emergency medical service requests for service to an entity with an EMD Program.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

1. A copy of the written directive should be available for review.
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.

STANDARD 36.1

If the PSAP has the authority to do so, a method of providing for the dispatch of the closest police unit, which may be via any of the following:

- A. AVL (CAD mapping).
- B. Indirect polling (asking for any unit in the area).
- C. Direct polling (determining the location of a unit by its number).

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 37.1

The Public Safety Answering Point has immediate access to the following resources:

- A. Supervisor in charge;
- B. Procedure for the emergency recall of off-duty employees;
- C. Appropriate emergency contact numbers for services supported by PSAP.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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.

STANDARD 38.1

The PSAP shall maintain a written continuity of operations plan (COOP) for the PSAP that provides policy, guidance, and procedures for maintaining mission critical call-taking and dispatch operations, ensures the safety of personnel, protects equipment and facilities during natural or man-made disasters or PSAP system failures, and addresses the evacuation of the original PSAP and transfer of operations to the backup site.

- A. The COOP shall be reviewed and documented no less than one time per year.

Commentary

None

Compliance Verification

Assessors may seek to verify compliance with this standard by using one or more of the methods listed below.

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

PSAP ACCREDITATION ASSESSORS

County	First Name	Last Name	E-mail Address	Mobile Phone	Business Phone	Job Title/Notes
Chenango	George	Finch	gfinch@chenangocountyny.gov	607 244 0614	607-337-1957	Chief Dispatcher
Chenango	Alan (AJ)	Burke	ajburke@chenangocountyny.gov	607 373 7589	607 337 1859	
Livingston	Steve	Rose	Srose@co.livingston.ny.us			
Monroe	Charles	Vitale	CharlesVitale@monroecounty.gov			Rochester/Monroe County 911 321 West Main St Rochester, NY 14608 new address as of nov 2023 City of Rochester ECD 321 West Main St Rochester, NY 14608 C/O Charles Vitale
Oneida	Matthew	Gentile	mtgentile@ocgov.net			
Ontario	Jeff	Edwards	jeffbe232@gmail.com			5/17/21: retired but still wants to do assessments
Ontario	Stephen	DeChick	stephen.dechick@ontariocountyny.gov	(315) 945-0911	(585) 394-4560	Sgt
Ontario	Dustin	Gittens	dustin.gittens@ontariocountyny.gov	315 521 6167		
Oswego	John	Familo	familoj@oswegocounty.com		315-349-8215	Oswego County Training Coordinator, 911
Rockland	Adam	Feuer	afeuer@44-control.net			
Rockland	Lee	Sentell	lsentell@44-control.net			
Saratoga	Steven	Gordon	sgordon@saratogacountyny.gov		(518) 885-2496	Director, Emergency Communications
Warren	Derek	Helms	Derrick.Helms@warrencountysheriffny.us	(518) 538-9179		
Warren	Justin	Priest	Justin.Priest@WarrenCountySheriffNY.us	(518) 796-5158		
Washington	Tim	Hardy	thardy@washingtoncountyny.gov	(518) 812-9180	(518) 746-2378	Deputy Director of Communications
Wyoming	Carole	Cunningham	CCunningham@wyomingcountyny.gov	585 322 5644		