



**SD Department of Public Safety
Compliance Review Checklist
Public Safety Answering Points
ARSD 50:02:04**

PSAP:

Review Date:

PSAP Representative:

Reviewer:

50:02:04:01. Definitions. Terms defined in SDCL 34-45-1 have the same meaning in this chapter. In addition, the following terms used in this chapter mean:

- (1) "Board," the South Dakota 911 Coordination Board established pursuant to SDCL 34-45-18;
- (2) "County 911 Coordinator," the person in each county responsible for maintaining the master street address guide (MSAG), resolving 911 database problems, or serving as the point of contact between the county and telephone service providers and the 911 service provider;
- (3) "Generally accepted accounting principles," accounting principles for governmental entities as defined in ARSD 20:75:05:06;
- (4) "Governing body," the board of county commissioners of a county or the city council or other governing body of a county or municipality or the board of directors of a special district;
- (5) "PSAP," a public safety answering point as defined by SDCL 34-45-1 (13);
- (6) "911 telecommunicator," any employee of the state, or any political subdivision thereof, whose primary full-time or part-time duties are receiving, processing and transmitting public safety information received through a 911 emergency reporting system.

50:02:04:02. General operational standards. The general operational standards for a PSAP shall be as follows:

- (1) A PSAP must be operational 24 hours a day, seven days a week;
- (2) Pursuant to SDCL 34-45-18.2, upon determination by the board that the next generation 911 initiative is operational, a PSAP must be continuously staffed with at least two 911 telecommunicators on duty at all times or comply with this rule by any other such arrangement submitted to and approved by the board. Each alternative compliance arrangement must be supported by a detailed plan that outlines the call handling procedures and dispatch protocols to be utilized in the implementation of the alternative arrangement. An alternative compliance arrangement may include the following:
 - a. Primary-secondary PSAP arrangement, wherein a PSAP that is continuously staffed with at least two 911 telecommunicators at all times (primary PSAP) enters into a written agreement with a PSAP that is not continuously staffed with at least two 911 telecommunicators at all times (secondary PSAP) to answer all 911 calls in the secondary PSAP's service area;
 - b. Automatic/Manual redirect arrangement, wherein a PSAP that is not staffed with at least two 911 telecommunicators utilizes technology to automatically or manually redirect 911 calls to a PSAP that is staffed with at least two 911 telecommunicators; or
 - c. Virtual PSAP arrangement, wherein two PSAPs enter into a written agreement to install connectivity between each PSAP's customer premise equipment (911 phone system) to allow each PSAP to monitor and answer the other PSAP's 911 calls. Both PSAPs must have the ability to dispatch the other PSAP's responders. A PSAP must comply with the requirements of this rule within 90 days of notice from the board that the determination of operation of the next generation 911 initiative has been made, unless a PSAP chooses to opt out, as provided by statute;
- (3) A PSAP must ensure that each 911 telecommunicator applicant passes a hearing test, pre-employment drug screening, and basic background check prior to hiring. A PSAP must also ensure that the applicant does not have a felony conviction;

- (4) A PSAP must have a documented training program for a newly hired 911 telecommunicator to ensure an understanding of operations and procedures specific to that PSAP. At a minimum, the training program must consist of the following:
 - a. Training in the primary responsibilities of receiving, processing, transmitting, and dispatching emergency and non-emergency calls for law enforcement, fire, medical, and other public safety services; and
 - b. Training in the accurate and appropriate categorization of all calls for service;
- (5) A 911 telecommunicator must be able to appropriately prioritize all calls for service; and
- (6) A 911 telecommunicator must be able to determine the appropriate resources to be used in response to all calls for public safety services.

	Yes	No
1. Is the PSAP operational 24 hours a day, 7 days a week?		
2. Is the PSAP staffed with at least two 9-1-1 telecommunicators on duty at all times or by any other such arrangement approved by the board. (Takes effect when Board determines that NG911 is in place)	N/A	N/A
3. Each 9-1-1 telecommunicator applicant must pass each of the following prior to hire date:		
a. Hearing Test		
b. Pre-employment drug screening		
c. Basic background check		
1. Felony Convictions?		
4. Is there a documented training program for newly hired 9-1-1 telecommunicators to ensure understanding of operations and procedures specific to that PSAP? Including training in:		
a. Primary responsibilities of receiving, processing, transmitting and dispatching calls		
b. For both emergency and non-emergency calls		
c. Calls for law enforcement, fire, medical and other safety services		
d. Training in the accurate and appropriate categorization of all calls for service		
5. Can the 9-1-1 telecommunicator appropriately prioritize all calls for service?		
6. Can the 9-1-1 telecommunicator determine the appropriate resources to be used in response to all calls for public safety services?		

Notes/Comments:

50:02:04:03. Call taking standards.

PSAP shall comply with the following:

- (1) Establish standardized call taking guidelines for fire and law enforcement calls and a policy requiring the use of the guidelines;
- (2) Utilize an emergency medical dispatch (EMD) program that is recognized by the South Dakota 911 Coordination Board;
- (3) Adopt written procedures for recording and documenting relevant information of every request for service, including:
 - a. Date and time of request for service;
 - b. Name and address of requester, if available;

- c. Type of incident reported;
 - d. Location of incident reported;
 - e. Description of resources assigned in response to the incident, if any;
 - f. Time of dispatch;
 - g. Time of resource arrival; and
 - h. Time of incident conclusion;
- (4) Establish written procedures for prompt handling and appropriate routing of misdirected emergency calls;
- (5) Establish written procedures for handling hang-up emergency or 911 calls from wireline and wireless phones;
- (6) Adopt a written procedure and the capability to properly handle calls from non-English speaking callers; and
- (7) Maintain the capability to properly handle calls from non-English speaking, hearing impaired, and mute callers.

	Yes	No
1. Does the PSAP have standardized call taking guidelines for fire and law enforcement calls?		
Does the PSAP have a policy requiring the use of fire and law enforcement call guidelines?		
2. Is the PSAP utilizing an emergency medical dispatch (EMD) program that is recognized by the South Dakota 911 Coordination Board?		
3. Does the PSAP have written procedures for recording and documenting relevant information of every request for service, including:		
a. Date and time of request for service		
b. Name and address of requester, if available		
c. Type of incident reported		
d. Location of incident reported		
e. Description of resources assigned in response to the incident, if any		
f. Time of dispatch		
g. Time of resource arrival		
h. Time of incident conclusion		
4. Does the PSAP have written procedures for prompt handling and appropriate routing of misdirected emergency calls?		
5. Does the PSAP have written procedures for handling hang-up emergency or 9-1-1 calls from wireline and wireless phones?		
6. Does the PSAP have a written procedure and the capability to properly handle calls from non-English speaking callers?		
7. Does the PSAP have the capability to properly handle calls from either hearing impaired and mute callers?		

Notes/Comments:

50:02:04:04. Communication with field units.

The standards for PSAP communications with field units shall be as follows:

- (1) A PSAP must have the capability to directly and immediately dispatch fire, law enforcement, and medical responders to calls for service in the PSAP's 911 service area; and
- (2) A PSAP should be capable of two-way communications with all public safety units in its 911 service area.

	Yes	No
1. Does the PSAP have the capability to directly and immediately dispatch fire, law enforcement, and medical responders to calls for service in the PSAP's 9-1-1 service area?		
2. Is the PSAP capable of two-way communications with all public safety units in its 9-1-1 service area?		

Notes/Comments:

50:02:04:05. Facilities and equipment.

The standards for PSAP facilities and equipment shall be as follows:

- (1) A PSAP must have security measures in place to prevent direct physical public access to on-duty 911 telecommunicators and to prevent direct physical public access to the communications center or any room or location where PSAP equipment and systems are located;
- (2) A PSAP must have an alternative source of electrical power that is sufficient to ensure at least two hours of continued operation of emergency equipment in the event of a commercial power failure. A PSAP must also have equipment to protect critical equipment and systems from irregular power conditions such as power spikes, lightening, and brown-outs. Documented testing of backup equipment must be performed monthly;
- (3) A PSAP must have a written procedure and the capability to handle 911 calls and dispatch responders from a separate, independent location other than the main PSAP within sixty minutes of an event that renders the main PSAP inoperative;
- (4) A PSAP must maintain a written procedure for computer system security and preservation of data;
- (5) A PSAP must have the capability of immediate playback of recorded telephone calls and radio traffic; and
- (6) A PSAP must have an alternative method of answering inbound 911 calls at the main PSAP when its primary 911 telephone system is inoperable.

	Yes	No
1. Does the PSAP have security measures in place to prevent direct physical public access to:		
a. On-duty 9-1-1 telecommunicators?		
b. The communications center or any PSAP equipment or systems?		
2. Does the PSAP have an alternative source of electrical power that is sufficient to ensure at least 2 hours of continued operation of emergency communication equipment in the event of a commercial power failure?		
Does the PSAP have equipment to protect critical equipment and systems from irregular power conditions such as power spikes, lightning, and brown-outs?		
Does the PSAP have documented monthly testing of the backup equipment?		
3. Does the PSAP have a written procedure outlining how to handle 9-1-1 calls and dispatch responders from a separate, independent location other than the main PSAP within 60 minutes?		
Does the PSAP have the capability to handle 9-1-1 calls and dispatch responders from a separate, independent location other than the main PSAP within 60 minutes?		
4. Does the PSAP have a written procedure for computer system security and preservation of data?		

5. Does the PSAP have the capability of immediate playback of recorded telephone calls and radio traffic?		
6. Does the PSAP have an alternative method of answering inbound 9-1-1 calls at the main PSAP when its primary 9-1-1 telephone system is inoperable?		

Notes/Comments:

50:02:04:06. Technical standards.

The technical standards for a PSAP shall be as follows:

- (1) Enhanced 9-1-1, as defined in SDCL 34-34-1(4), requires a PSAP to receive the following specific information from each of the following classes of telecommunication services:
 - a. From a wireless and VoIP callers: The PSAP must receive the caller's call back phone number, the class of service code of the calling phone, the billing name on the account, the physical address of the phone and the community name where the phone is located as maintained by the providing telecommunications company, the pilot number, the emergency service number (ESN) code for the caller's location, the telephone companies provider code, the PSAP code where the call is to be routed and answered, and the responding law enforcement, fire and emergency medical services agency for the caller's location; and
 - b. From a wireless caller: For a Phase 2 call, the PSAP must receive the call back number for the wireless phone, the class of service code, the emergency service routing key (ESRK) number, the name of the wireless company handling the call, the physical address of the cell site handling the call, the community name where the cell site is located, the wireless ESN number for the PSAP the call is being routed to, the wireless provider's company code, and the latitude and longitude of the wireless caller's handset; and
- (2) A PSAP must maintain current, up-to-date mapping of its service area and have the ability to use longitude and latitude to plot coordinates for responders.

	Yes	No
1. Does the PSAP receive the caller's:		
a. Call back phone number?		
b. Class of service code of the calling phone?		
c. Billing name on the account?		
d. Physical address of the phone?		
e. Community name where the phone is located as maintained by the providing telecommunications company?		
f. Pilot number?		
g. Emergency service number (ESN) code for the caller's location?		
h. Telephone company's provider code?		
i. PSAP code where the call is to be routed and answered?		
j. Responding law enforcement, fire and emergency medical services agency for the caller's location?		
From a wireless caller, for a Phase 2 call, does the PSAP receive the caller's:		
a. Call back number for the wireless phone?		
b. Class of service code?		
c. Emergency service routing key (ESRK) number?		

d. Name of the wireless company handling the call?		
e. Physical address of the cell site handling the call?		
f. Community name where the cell site is located?		
g. Wireless ESN number for the PSAP the call is being routed to?		
h. Wireless provider's company code?		
i. Latitude and longitude of the wireless caller's handset?		
2. Does the PSAP maintain current, up-to-date mapping of its service area?		
Does the PSAP have the ability to use longitude and latitude to plot coordinates for responders?		

Notes/Comments:

50:02:04:07. Financial standards.

A PSAP must be operated according to the following financial standards:

- (1) Any governing body receiving 911 emergency surcharge funds must maintain within its accounting system a separate special revenue fund to be identified as the 911 fund;
- (2) The financial balances and activities of the 911 Fund must be accounted for and reported in accordance with generally accepted accounting principles or other comprehensive basis of accounting;
- (3) Any governing body responsible for the operation of a PSAP must adopt an annual PSAP budget and submit it to the board on forms provided by the board. The budget must include all appropriations and the means of financing those appropriations;
- (4) Any governing body receiving 911 emergency surcharge funds must deposit all received funds, including all interest earned on fund investment, in the 911 Fund;
- (5) Any governing body that receives 911 emergency surcharge revenue shall submit an annual 911 Fund financial report to the board detailing all revenue, expenditures, fund balances, and other financial information as requested on forms provided by the board. The annual report shall be submitted to the State 911 Coordinator by March 31st of each calendar year;
- (6) All 911 emergency surcharge funds and all other funds allocated as a means of financing a PSAPs budget or other allowable 911 related expenditures must be deposited in the 911 Fund and identified by revenue source code on the annual financial report. All 911 related expenditures must be made from the 911 fund;
- (7) All grant funds received from the board must be deposited in and expended from the 911 Fund; and
- (8) All recurring and nonrecurring costs paid from the 911 Fund must be allowable expenditures as prescribed by the board.

	Yes	No
1. Does the governing body responsible for the operation of the PSAP maintain within its accounting system a separate special revenue fund identified as the 9-1-1 Fund?		
2. Are the financial balances and activities of the 9-1-1 Fund accounted for and reported in accordance with generally accepted accounting principles or other comprehensive basis of accounting?		
3. Has the governing body responsible for the operation of the PSAP adopted an annual PSAP budget?		

Has the adopted annual PSAP budget been submitted to the board?		
Does the budget include all appropriations and the means of financing those appropriations?		
4. Does the governing body receiving 911 emergency surcharge funds deposit all received funds, including all interest earned on fund investment, in the 9-1-1 fund?		
5. Has an annual 911 Fund financial report been submitted to the board detailing all revenue, expenditures, fund balances, and other financial information as requested by the Board?		
Was the annual report submitted by March 31st?		
6. Are all other revenues generated by the operation of the PSAP deposited in the 9-1-1 Fund and identified as revenue source code on the annual financial report?		
Are all 911 related expenditures made from the 911 fund?		
7. Are all grant funds received from the board deposited in and expended from the 9-1-1 Fund?		
8. Are all recurring and nonrecurring costs paid from the 9-1-1 Fund allowable expenditures as prescribed by the board?		

Notes/Comments:

50:02:04:08. PSAP allowable recurring and nonrecurring costs.

Costs must be directly related to the installation, maintenance, or operation of a PSAP to be considered allowable costs. Directly related costs are those that are necessarily incurred by a PSAP to process emergency and non-emergency requests for service, relay information from those requests to the appropriate public safety or public service agency, and to provide support to the responding agency throughout the response.

Allowable costs may be recurring or nonrecurring. Costs must be necessary and reasonable for proper and efficient performance and administration of a PSAP. A cost is reasonable if, in nature and amount, it does not exceed that which would be incurred by a prudent person under the circumstances prevailing at the time the decision was made to incur the cost.

The determination of whether a recurring or nonrecurring cost is allowable shall be at the sole discretion of the board.

	Yes	No
1. Are all incurred costs, both recurring and nonrecurring, directly related to the installation, maintenance, or operation of the PSAP?		

Notes/Comments:

50:02:04:09. Recurring costs.

Recurring costs may include the following:

- (1) PSAP personnel costs, to include the following:

- a. Salaries and wages, including overtime pay and payments for compensated absences under an established plan for vacation, sick leave, holidays, compensatory time or other forms of leave;
- b. Old age and survivor insurance (OASI) – employer’s share;
- c. Medicare – employer’ share;
- d. Retirement – employer’s share;
- e. Workers’ compensation insurance premiums or contributions;
- f. Group health and life insurance – employers’ share;
- g. Unemployment compensation insurance – employer’s share; and
- h. Compensation for accrued leave paid out upon retirement, resignation, or termination under an established plan.

If the employee’s primary function and duties are to work as an employee of a PSAP or, at least 50 percent of the employee’s work hours are spent performing PSAP duties, any or all of the employee’s salary constitutes a personnel cost. The percentage of time spent by a County 911 Coordinator on 911 related duties may be proportionally paid as a personnel cost.

(2) PSAP operational costs, including the following:

- a. Insurance, including general liability, property, automobile, and employee bonds;
- b. Contractual and consulting services and fees;
- c. Recruitment and testing;
- d. Publishing;
- e. Rentals;
- f. Repairs and maintenance, including maintenance contracts and service agreements;
- g. Supplies and materials;
- h. Postage and other delivery costs;
- i. Travel;
- j. Training, including registration and certification fees;
- k. Membership dues and subscriptions; and
- l. Utilities, including telephone services.

	Yes	No
1. PSAP personnel costs:		
a. Are the employee’s primary functions and duties to work as an employee of the PSAP or, at least 50 percent of the employee’s work hours are spent performing PSAP duties?		
b. Is the percent of paid wages for the County 911 Coordinator proportional to the time spent on 911 related duties?		
2. Do the PSAP operational costs include only the following: Insurance (general liability, property, automobile, employee bonds), Contractual and consulting services and fees, Recruitment and testing, Publishing, Rentals, Repairs and maintenance (including maintenance contracts and service agreements), Supplies and materials, Postage and other delivery costs, Travel, Training (registration and certification fees), membership dues and subscriptions, Utilities (including telephone services).		

Comments/Notes:

50:02:04:10. Nonrecurring Costs.

Nonrecurring costs may include the following:

- (1) Real property, pro-rated to the percentage of the premises occupied by a PSAP;
- (2) Major improvements or remodel costs to a PSAP;
- (3) Furniture and equipment, such as administrative and maintenance vehicles for a PSAP, furnishings, office equipment, computers and related connectivity, phone systems, radio systems, and recording equipment; and
- (4) Software and data necessary to the operation of a PSAP.

	Yes	No
<p>Do the PSAP nonrecurring costs include only the following:</p> <ul style="list-style-type: none"> 1. Real property, pro-rated to the percentage of the premises occupied by a PSAP, 2. Major improvements or remodel costs to a PSAP, 3. Furniture and equipment, such as administrative and maintenance for vehicles for a PSAP, furnishings, office equipment, computers and related connectivity, phone systems, radio systems, recording equipment 4. Software and data necessary to operate the PSAP. 		

Comments/ Notes:

50:02:04:11. Communication equipment allowed or disallowed as nonrecurring costs.

911 surcharge funds may be used to pay for radio communication equipment that allows a PSAP to page and communicate with emergency responders. Such equipment may include: back room radio equipment and racks, central electronics banks, radio software, desktop radio consoles, radio computers and servers, control station radios, control station antennas and cables, mobile radios used by a PSAP as a control station or base station radio, portable radios used in a PSAP for backup purposes, and repeaters of paging terminals used by a PSAP. 911 surcharge funds may be used to pay connectivity costs between the PSAP and allowable communication equipment.

911 surcharge funds may not be used to purchase radio communication equipment or systems for emergency responders or other municipal or county agencies. Prohibited equipment includes: portable and mobile radios, pagers, cell phones, mobile data terminal and related equipment, automatic vehicle location (AVL) systems and related equipment, pyramid radios or systems, warning sirens and related equipment, radio towers, and equipment shelters.

	Yes	No
1. Do the PSAP non-recurring communication equipment costs include only such equipment that allows the PSAP to page and communicate with emergency responders?		

Comments/Notes:

50:02:04:12. Physical addressing costs allowed or disallowed as nonrecurring costs.

911 surcharge funds may be used to pay initial one-time costs associated with a county or municipality issuing physical addresses for the purpose of implementing Enhanced 911 to include: street name signs, map books, and wages related to addressing. After Enhanced 911 has been implemented in a county, no 911 surcharge funds may be used to pay on-going maintenance costs related to addressing, street name signs, or map books.

	Yes	No
1. Do the PSAP non-recurring physical addressing costs include only those for the purpose of implementing E911?		

Comments/Notes:

50:02:04:13. Compliance Reviews.

In order for a PSAP to qualify for distributions from the 911 emergency fund as set forth in SDCL 34-45-8.5, a PSAP must be determined to be in compliance with the requirements set forth in SDCL chapter 34-45. The State 911 Coordinator shall conduct formal on-site compliance reviews.

PSAPs who meet the geographic or population requirement may request an initial compliance review by contacting the State 911 Coordinator. The State 911 Coordinator shall determine compliance or non-compliance and notify the PSAP of the determination within 60 days of the review request.

Each PSAP identified as in compliance and eligible for distributions from the 911 emergency fund shall receive such distributions beginning with surcharges collected during the month in which the PSAP was notified of its compliance with all applicable requirements. After the initial compliance review, each eligible PSAP shall be reviewed once every calendar year.

The report sent to a PSAP identified as non-compliant shall indicate the reason for the non-compliant determination. A non-compliant PSAP may request a subsequent review by notifying the State 911 Coordinator in writing of the steps taken to rectify the issues identified in the report.

If any PSAP wishes to contest a determination of non-compliance, the PSAP must notify the State 911 Coordinator in writing within 30 days of the notification of its status. The notification shall contain a brief written synopsis of the issue(s) the PSAP wishes reviewed by the board. The State 911 Coordinator shall forward the written request for review to the board, and the board shall notice the request for and address the request at the next regularly convened board meeting.

	Yes	No
1. Does the PSAP meet the geographic or population requirements?		

Comments/Notes: