

Number 4.3

Replaces:

Date Issued: April 01, 1995

Revised: October 26, 1999

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Subject: Maintenance of a PSAP Log

Each PSAP shall maintain a log. This log shall contain the time, date and comments pertaining to the following:

1. Failure of PSAP telecommunications equipment/systems and/or associated Authority Board owned equipment/systems
2. Action taken to troubleshoot the cause of the failure.
3. Individuals/vendors called to service the equipment or systems involved in the failure.
4. Action taken by individuals and vendors to resolve problem.
5. When equipment and/or systems were returned to service.
6. Discovery of database error.
7. Copy of discrepancy report.
8. Results of daily and periodic system tests.
9. Incidents, other than those caused by the E-9-1-1 system, that have caused the PSAP to become inoperative.
10. Details concerning the activation of a back-up PSAP or the transfer of the center's calls to another PSAP