NC DEPARTMENT OF INSURANCE
OFFICE OF STATE FIRE MARSHAL

Presurvey Information Request for Communication Centers

The North Carolina Department of Insurance is responsible for the certification and rating of the fire departments in North Carolina. An important part of the information North Carolina Department of Insurance provides to insurers is a community's Public Protection Classification or a rating number.

The North Carolina Response Rating System evaluates community's fire communication centers as part of the fire department rating. The communication section constitutes 10% of the fire departments overall grade.

The following questionnaire will assist the Office of State Fire Marshal rating inspector in calculating the grade for the communication center.

This questionnaire should be completed by the communication center that serves the district being graded.

Your cooperation in completing this questionnaire prior to the Office of State Fire Marshal Rating Inspector arriving will greatly assist in expediting the survey as well as helping to ensure that your community receives full benefits of all credit to which it is entitled.

Communications Director

Name_____
Title_____
Organization_____
Address_____
City_____, State____ Zip _____

Phone Work _____
Phone Mobile _____
Fax _____
E-mail _____

Communication Center Physical Location

Name of Center_____
Address_____
City_____, State____ Zip _____

Phone Work_____
Fax_____

Emergency Communications- Emergency Reporting

1. Which of the following applies to the PSAP facilities for emergency reporting?
   Basic 9-1-1 ____ Enhanced 9-1-1 ____ No 9-1-1 ____

2. Which of the following applies to the PSAP wireless capabilities?

   a) Is the PSAP Wireless Phase 1 Capable?

   b) Is the PSAP Wireless Phase 2 Capable?

3. Which of the following applies to the PSAP VoIP capabilities?

   a) Is the PSAP capable of receiving and processing static VoIP calls with associated Call Back Number and Caller Location Information?

   b) Is the PSAP capable of receiving and processing nomadic VoIP calls utilizing dynamic ALI updates (Call Back Number and Caller Location Information)?

4. Which of the following applies to the PSAP CAD capabilities?

   a) Is the PSAP equipped with basic CAD software to assist telecommunicators in initiating calls for service, dispatching, and maintaining the status of responding resources in the field?

   b) Does the CAD system have a Management Information System (MIS), with the ability to automatically accept, display and plot caller location data on an electronic map display and access historical incident information?

   c) Is the CAD system capable of providing interoperability, including the capability to transmit call information directly to responders, alternate PSAPs, etc., and the ability to provide data and interoperability electronically with other agencies and communications centers?

5. Does the PSAP utilize a fully integrated GIS management system with Automatic Vehicle Location (AVL) integrated with a CAD system providing dispatch assignments?

Emergency Communications- Telecommunicators

1. PSAP information

   Total number of emergency calls (911 calls) handled by the PSAP _____
   Total number of fire emergency calls handled by the PSAP _____

   a. Receipt of alarms-
      Total number of calls on an emergency **lines** answered within 15 seconds _____
      Total number of calls on emergency **lines** answered within 40 seconds _____

   b. Call Transfer to another PSAP
      Does the PSAP transfer fire calls for dispatch to another PSAP?
      If yes complete the following
      Total number of fire calls transferred per year _____
      Total number of fire calls transferred within 30 seconds _____

   b. Alarm processing-
      Total number of emergency fire calls processed within 60 seconds _____
      Total number of emergency fire calls processed within 106 seconds _____

   - **Documentation shall be provide at the time of the inspection for the Inspector to review to verify this performance**
   - **The Inspector will NOT need copies**

2. Does the PSAP use emergency dispatch protocols for fire service?

   If yes, are these protocols the current version?

3. Please provide the total number of telecommunicators at the PSAP _____

   - **This is the total number of personnel able to receive and dispatch emergency calls that work in the communication center or has offices in the same building as the center**

4. Telecommunicators Initial Training
   How many telecommunicators participate in initial training that meets the qualification requirements of NFPA 1061 and/or APCO Project 33? _____

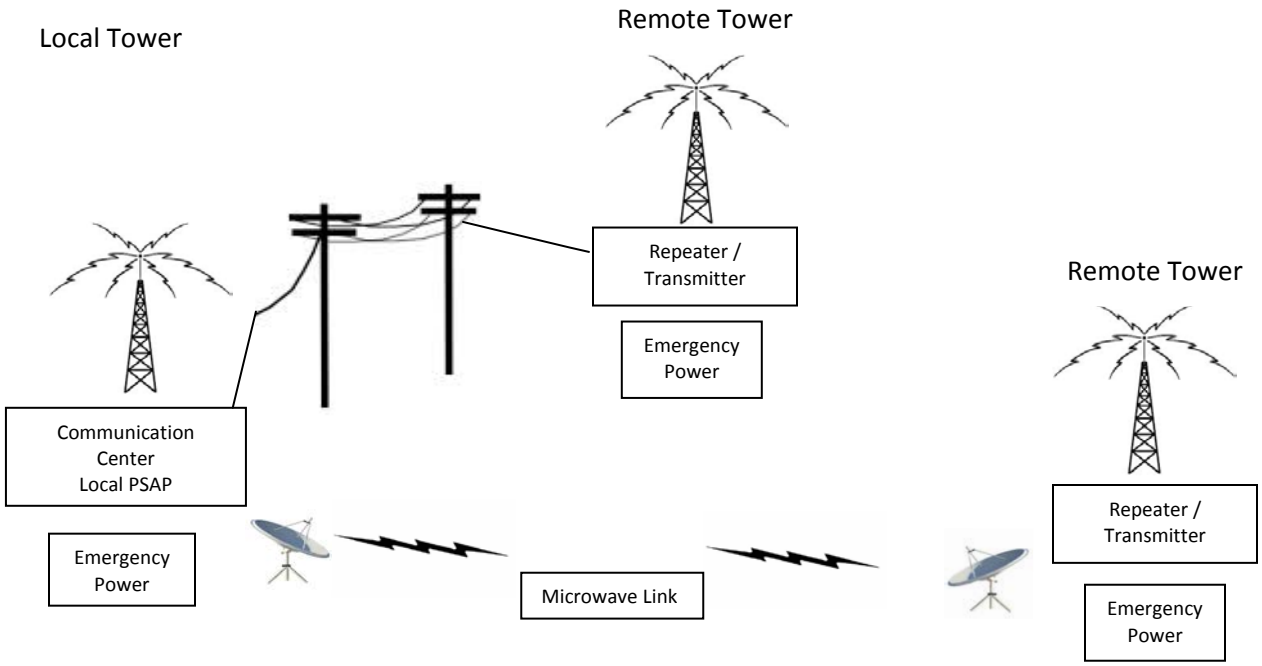
5. Telecommunicators Certification
   How many telecommunicators are certified in the knowledge, skills, and abilities in accordance with NFPA 1061 or APCO Project 33? _____

6. Telecommunicators Continuing Education
   How many telecommunicators participate in an annual Continuing Education program? _____

7. Telecommunicators Quality Assurance Program. How many telecommunicators participate in an annual Quality Assurance program? _____

Please provide a drawing showing the path in which the dispatch single follows from the local PSAP to the fire stations or firefighters pagers. We are looking for the dispatch circuit only.

Example:



Emergency Communications

Monitoring for integrity

Normal Power
Emergency Power
Transmitter signal

Monitoring additional credit

1. Is there diagnostic software capable of testing each electronically monitored circuit?

2. When an audible signal is activated is the audible alert trouble signal distinct from the audible alert emergency alarm signal.

3. Single short duration tone or buzzer

4. Intermittent or continuous tone or buzzer

5. Does the audible, trouble signal respond to faults that occur on all other circuits to resetting the silencing switch to the “Normal” position?

6. Where computer diagnostic software is used, are trouble signals routed to a dedicated display screen not used for routine dispatching activities?

Type of emergency power at communication center

Auto Start Generator w/UPS
Auto Start Generator w/o UPS
Central Battery System
Central Battery System with manual start generator
Manual Start Generator w/ UPS
Manual Start Generator w/o UPS

Testing

Tested
Under Load
Testing Frequency
Test run for

Type of emergency power at remote tower sites

Auto Start Generator w/UPS
Auto Start Generator w/o UPS
Central Battery System
Central Battery System with manual start generator
Manual Start Generator w/ UPS
Manual Start Generator w/o UPS

Testing

Tested
Under Load
Testing Frequency
Test run for

- **Documentation shall be provided at the time of the inspection for the Inspector to review to verify the frequency of testing.**
- **The Inspector will NOT need copies**