

09 NCAC 06C .0215 RECORDS

- (a) PSAPs shall maintain records to ensure operational capability of all system functions for at least five years.
- (b) After completion of acceptance tests, the PSAP shall retain:
 - (1) A set of reproducible, as-built installation drawings;
 - (2) Operation and maintenance manuals;
 - (3) Written sequence of operation; and
 - (4) Results of all operational tests and values at the time of installation.
- (c) PSAPS shall have access to site-specific software for software-based systems..
- (d) Operational Records.
 - (1) Call and dispatch performance statistics shall be compiled and maintained by the PSAP.
 - (2) Statistical analysis for call and dispatch performance measurement shall be done monthly and compiled over a one year period. A management information system (MIS) program shall track incoming 911 calls and dispatched 911 calls and provide real-time information and strategic management reports.
 - (3) Records of the following, including the corresponding dates and times, shall be kept:
 - (A) Test, 911 call, and dispatch signals;
 - (B) Circuit interruptions and observations or reports of equipment failures; and
 - (C) Abnormal or defective circuit conditions indicated by test or inspection.
- (e) Maintenance Records.
 - (1) Records of maintenance, both routine and emergency, shall be kept for all 911 call receiving equipment and 911 call dispatching equipment.
 - (2) All maintenance records shall include the date, time, nature of maintenance, and repairer's name and affiliation.

*History Note: Authority G.S. 62A-42;
Eff. July 1, 2016.*