



November 2, 2007

**Capital Area
Council of
Governments**

P. O. Box 17848
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Jason Moreno
Texas State University
601 University Dr.
San Marcos, TX 78666

Re: Summary of Annual Monitoring Visit

Dear Mr. Moreno:

On Thursday, October 18, 2007, CAPCOG conducted a monitoring visit of your PSAP. The visit is a required component of the Interlocal Agreement between CAPCOG and Texas State University. During the visit, I reviewed all the items on PSAP Monitoring and Testing Checklist. This letter is a summary of my observations during that visit.

The equipment in the PSAP was clean and functioning properly. All the required components were in place for the speed-dial list, however, security codes were not in place for translation services. Per your PSAP Manual, language line codes must be available and visible to the call taker. Please see you manual or speak to your System Analyst if you need more information.

The Interlocal Agreement requires that each PSAP conduct an annual inventory of all 9-1-1 equipment in the PSAP annually and submit it to CAPCOG within 30 days of completion. Please see the Policy and Procedure for further information regarding inventory certification. Your Systems Analyst can assist you with this process if needed.

While reviewing training records for Texas State, I found everyone up to date with a few employees coming up for TDD recertification by 11/07/07. Make sure that those employees have completed the refresher before that date or they will have to take the 4hr Course to get recertified.

The issue with your PBX addresses not plotting on MapStar will have to be resolved in a meeting between all parties at the PSAP, CAPCOG, and Intrado. I have brought this situation to Ms. York's attention.

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Lastly, the PSAP meets all other requirements stated in the Interlocal Agreement.

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If you have any questions, please do not hesitate to contact me via telephone at (512) 916-6024, or via email at jalexander@capcog.org

Sincerely,

Julie Alexander
Quality Assurance Coordinator

Bastrop

Enclosure: Copy of PSAP Monitoring and Testing Checklist

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