

# Texoma Council of Governments Call Volume and Equipment Testing Report

Name of PSAP: \_\_\_\_\_ Address: \_\_\_\_\_

Contact: \_\_\_\_\_ Phone: \_\_\_\_\_ Month and Year of Check: \_\_\_\_\_

Number of Positions: \_\_\_\_\_

**Staffing Changes:**

Name of Employee	Start/End Date

**Call Volume:**

Total Monthly Wireline Calls: \_\_\_\_\_

Total Monthly Wireless Calls: \_\_\_\_\_

Total Monthly TDD Calls: \_\_\_\_\_

Total Monthly Abandoned Calls: \_\_\_\_\_

Total Monthly Text Calls: \_\_\_\_\_

**Equipment Testing:** Indicate the status of features identified below by checking the appropriate box. Make comments when necessary to document problems or equipment issues. Test each workstation in your PSAP.

Function	Passed	Failed	Comments
Log On/Off			
Priority Answer			
Release Call Button			
Hold Call Button			
ANI/ALI Display			
Retransmit			
Transfer via #4digit/*2digit			
Transfer via ten digit			
Complete Abandoned Call call-back			
Manual Bid (TN Query)			
Map Displays and Plots 911 Call			
Test Language Line Transfer Button			
Test Poison Control Transfer Button			
Test EMD Transfer Button			
Generator Tested			
Admin Numbers Functioning			
Integrated TTY Functioning			
Stand-alone TTY Functioning			