

Establishment and Operation of Public Safety Answering Points and Private Safety Answering Points

Sec. 28-27-1. Designated emergency number

The digits "9-1-1" shall be the only emergency number advertised for use at the company, corporation or institution served by the private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-2. Answering point coordinators

Each public safety answering point and private safety answering point providing enhanced 9-1-1 service shall designate a person to serve as the contact person with the municipality, the Office of Statewide Emergency Telecommunications, and the telephone company for all issues regarding 9-1-1 service.

(Effective August 2, 1993)

Sec. 28-27-3. Hours of operation

Public safety answering points and private safety answering points shall operate on a twenty-four hour, seven day a week basis.

(Effective August 2, 1993)

Sec. 28-27-4. Seven digit telephone lines

Each public safety answering point and private safety answering point shall maintain at least one published seven digit number to be used to communicate with local public safety agencies and for receipt of incoming emergency calls transferred to the public or private safety answering point by telephone company operators.

(Effective August 2, 1993)

Sec. 28-27-5. Physical security

All entrance ways to public safety answering points and private safety answering points shall be locked to prevent entry by unauthorized personnel. Entry shall be gained only by authorized key holders or by lock release initiated by public/private safety answering point personnel.

(Effective August 2, 1993)

Sec. 28-27-6. Security clearance

Each public safety answering point and private safety answering point shall establish personnel security clearance standards that are acceptable to the municipality and local public safety agencies in whose jurisdiction the facility is located.

(Effective August 2, 1993)

Sec. 28-27-7. Call handling procedures

(a) Each public safety answering point shall have the ability to respond to all 9-1-1 calls received from its service area by dispatching appropriate private or public safety agencies to the emergency or through the transfer of the call to a secondary, dispatch point, having the required dispatching capability.

(b) Each private safety answering point shall have the ability to transfer 9-1-1 calls to public safety answering points or secondary dispatch points, relay information to a public safety agency, or, as appropriate, directly dispatch private safety services.

(Effective August 2, 1993)

Sec. 28-27-8. Emergency power source

Each public safety answering point and private safety answering point shall be equipped with an emergency power generator capable of providing for the essential power requirements of the facility to ensure continuous operation for a minimum of twenty-four hours during commercial power outages.

(Effective August 2, 1993)

Sec. 28-27-9. Training

(a) The company, corporation or institution shall provide training on all 9-1-1 equipment and systems installed by the company for all private safety answering point personnel directly involved in the operation of 9-1-1 equipment and functions.

(b) Public safety answering point and private safety answering point dispatchers shall be subject to the state requirements for telecommunicator training as specified in section 28--30 of the Connecticut General Statutes.

(Effective August 2, 1993)

Sec. 28-27-10. Call answer threshold

Each public safety answering point and private safety answering point shall have sufficient 9-1 -1 equipped answering positions and staff to ensure that ninety percent of all 9-1 -1 calls are answered in no more than ten seconds during normal peak operating periods.

(Effective August 2, 1993)

Sec. 28-27-11. Enhanced 9-1-1 answering positions

There shall be, at a minimum, two enhanced 9-1-1 equipped answering positions established at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-12. Grade of service

The number of incoming enhanced 9-1-1 trunk lines to each public safety answering point and private safety answering point shall be based upon a grade of service of P.01. A P.01 grade of service means that not more than one 9-1-1 call in 100 will receive a busy signal during the average busiest hour. The service population and the call volumes experienced by the public or private safety answering point shall determine actual trunking levels.

(Effective August 2, 1993)

Sec. 28-27-13. Minimum trunking requirements

There shall be a minimum of two incoming 9-1-1 lines at each public safety answering point and private safety answering point.

(Effective August 2, 1993)

Sec. 28-27-14. Call status indicators

Each 9-1-1 trunk line terminating at a public safety answering point or private safety answering point shall indicate incoming emergency calls by both audible and visual indicators.

(Effective August 2, 1993)

Sec. 28-27-15. 9-1-1 terminal equipment

(a) Public safety answering point and private safety answering point 9-1-1 terminal equipment shall:

(1) electronically display the automatic number identification (ANI) of the calling party.

(2) electronically display the automatic location identification (ALI) of the calling party or provide for the electronic or, if approved by the Office for private safety answering points, the manual retrieval of location information from an in-house data base.

(3) provide a hard copy printout of the ANI, time of 9-1-1 trunk seizure, time the call was answered, time the call was transferred, time the call was terminated, trunk identification and answering position identification.

(b) Public safety answering points and private safety answering points that interface with the established enhanced 9-1-1 network shall utilize enhanced 9-1-1 equipment compatible with said network and approved by the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-16. Equipment safeguards

(a) Service entrances at public safety answering points and private safety answering points for commercial power and telephone service shall be underground for all such facilities constructed after July 1, 1993. All commercial power and telephone lines entering the facility shall be encased in protective sheathing.

(b) All facilities and equipment associated with 9-1-1 service shall be provided with protective measures to prevent accidental worker contact. Each protected termination shall be clearly identified.

(Effective August 2, 1993)

Sec. 28-27-17. Private safety answering point ALI and location data base updates

(a) Private safety answering points that utilize the established Southern New England Telephone (SNET) ALI data base shall transmit updates to SNET data management system on a daily basis in a manner prescribed by tariff. The SNET ALI data base and data management system provide the ALI functions of enhanced 9-1-1 service and is updated by SNET on a daily basis.

(b) Private safety answering points that utilize an in-house location data base shall make updates daily with all updates completed within two days of any change. Private safety answering points shall maintain a record of all updates to the in-house data base.

(Effective August 2, 1993)

Sec. 28-27-18. Contingency re-route plans

All private safety answering points shall have back-up routing capability that provides backup for the re-routing of 9-1-1 calls to the local public safety answering point when all lines to the intended private safety answering point are out of service.

(Effective August 2, 1993)

Sec. 28-27-19. Public and private safety answering point inspections

The Office of Statewide Emergency Telecommunications may inspect each public safety answering point and private safety answering point that utilizes enhanced 9-1-1 network features to determine if it meets the standards for public and private safety answering points.

(Effective August 2, 1993)

Sec. 28-27-20. Private safety answering point planning and coordination

(a) Each private safety answering point shall coordinate with the chief executive officer of the municipality in whose area the private safety answering point operates, to develop and implement a plan in concert with the respective chief or head of the respective law enforcement, fire or emergency medical service (EMS) department or provider for the transfer of 9-1-1 calls relating to law enforcement, fire and EMS incidents and/or to relay information relating to law enforcement, fire and EMS incidents in accordance with criteria established by the municipality.

(b) The plan for transferring and/or reporting law enforcement, fire and EMS incidents shall be submitted as part of the private branch exchange utilization plan submitted to the Office of Statewide Emergency Telecommunications.

(Effective August 2, 1993)

Sec. 28-27-21. Private safety answering point decertification

The Office of Statewide Emergency Telecommunications shall rescind its approval of any 9-1-1 private safety answering point that fails to comply with the standards set for such facilities.

(Effective August 2, 1993)

Sec. 28-27-22. Compliance with federal requirements for access to emergency 9-1-1 services by telecommunications devices for the deaf (TDD)

Each public and private safety answering point shall be equipped with a TDD to be in compliance with Title 28, Section 35.162 of the Code of Federal Regulations.

(Effective August 2, 1993)