

*Regulations of Connecticut State Agencies*  
TITLE 28. Civil Preparedness & Emergency Services

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*Agency*  
**Bureau of Statewide Emergency Telecommunications**

*Subject*  
**Final Enhanced 9-1-1 Service Utilization Plan**

*Inclusive Sections*  
**§§ 28-27a-1—28-27a-7**

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**Final Enhanced 9-1-1 Service Utilization Plan**

**Sec. 28-27a-1. Definitions**

For the purposes of sections 28-27a-1 to 28-27a-7 inclusive the following definitions shall apply.

(a) “Alternate Answering Point” means an optional pre-designated answering point that will automatically receive 9-1-1 calls intended for the PSAP when all 9-1-1 lines at the PSAP are busy.

(b) “Answering Position” means a work station at the public safety answering point where trained personnel process 9-1-1 calls. Includes a telephone key set, call transfer console, and an automatic location identification display unit.

(c) “Automatic Location Identification (ALI)” means the Enhanced 9-1-1 service capability that enables the electronic display of information that includes the subscriber name and address of the telephone used to place a 9-1-1 call.

(d) “Automatic Number Identification (ANI)” means the Enhanced 9-1-1 service capability enabling the electronic display of the seven digit number of the telephone that is used to place a 9-1-1 call.

(e) “Call-Answerer” means the public safety answering point personnel responsible for the processing of 9-1-1 calls.

(f) “Default Answering Point” means a pre-designated answering point that will automatically receive 9-1-1 calls intended for the PSAP when the normal selective routing process can not occur due to a loss of ANI.

(g) “Enhanced 9-1-1 Terminal Equipment” means the ANI and ALI Controller Units, Call Transfer Console, ALI Display Unit or other devices that interact with the Enhanced 9-1-1 system. This equipment will be located at the PSAP and does not include telephones, printers, or computer aided dispatch equipment.

(h) “Municipality” means any town, city or borough, consolidated town and city or consolidated town and borough.

(i) “Private Safety Agency” means any entity, except a municipality or a public safety agency, providing emergency fire, ambulance or medical services.

(j) “Public Safety Agency” means a functional division of a municipality or the state which provides fire fighting, law enforcement, ambulance, medical or other emergency services.

(k) “Public Safety Answering Point (PSAP)” means a facility, operated on a twenty-four hour basis, designated as the first point of reception for 9-1-1 calls and, as appropriate, directly dispatching emergency response services, or transferring or relaying emergency 9-1-1 calls to other public safety agencies.

(l) “Secondary PSAP/Secondary Dispatch Location” means a facility operated on a twenty-four hour basis that receives 9-1-1 calls including ANI and ALI if equipped to receive this data, from one or more PSAPs by call transfer or other means, and dispatches

the appropriate public safety agency.

(Effective December 19, 1985)

**Sec. 28-27a-2. Plan part I**

The following information shall be listed in part I of the final plan: The name of the municipality submitting the plan; the names, addresses and telephone numbers of the Enhanced 9-1-1/PSAP coordinators; the name and location of the municipality's PSAP; the number of answering positions required at the PSAP; an indication of whether the PSAP shall serve as secondary PSAP/secondary dispatch location, alternate answering point or default answering point.

(Effective December 19, 1985)

**Sec. 28-27a-3. Plan part II**

The public and private safety agencies served by the PSAP and the method of dispatch for each shall be described in part II of the final plan.

(Effective December 19, 1985)

**Sec. 28-27a-4. Plan part III**

Municipalities must indicate the PSAP's compliance with the following technical and operational standards in part III of the final plan.

- (a) The published emergency telephone number for every municipality will be "9-1-1."
- (b) PSAPs must be operated twenty-four (24) hours a day, seven (7) days a week.
- (c) All entry ways to the PSAP must be secured to prevent entry by unauthorized persons.
- (d) PSAPs must maintain an emergency power source to ensure continuous operation for a minimum of twenty-four (24) hours during power outages.
- (e) PSAPs must maintain at least one seven digit number for emergency calls transferred to the PSAP by telephone company operators or under certain speed call arrangements.
- (f) Each PSAP must have the ability to respond to all 9-1-1 calls received from its service area by dispatching the appropriate private/public safety agency to the emergency or through the transfer of the call to the secondary answering point having the required dispatching capability.
- (g) PSAP call answers must be adequately trained in the use of Enhanced 9-1-1 terminal equipment.
- (h) PSAPs shall establish personnel security clearance standards which are acceptable to the municipal and State agencies they serve.
- (i) PSAPs must establish a method to allow persons with speech and/or hearing disabilities to communicate by using a Telecommunications Device for the Deaf (TDD). When a TDD indicator appears on the ALI screen and/or the tones are heard, the 9-1-1 call must be connected to a TDD at the PSAP or transferred to an answering point equipped to process TDD calls. PSAPs may develop regional arrangements rather than purchase their own TDD equipment.

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§28-27a-7

(j) Enhanced 9-1-1 terminal equipment utilized at the PSAP must conform to specifications established by BSET and the Enhanced 9-1-1 Commission. The PSAP must be equipped to serve at least two answering positions.

(Effective December 19, 1985)

**Sec. 28-27a-5. Plan part IV**

All secondary PSAPs/secondary dispatch locations that will receive 9-1-1 calls transferred from the PSAP shall be identified in part IV of the final plan.

(Effective December 19, 1985)

**Sec. 28-27a-6. Plan part V**

The default answering points and optional alternate answering points that will serve the municipality shall be identified in part V of the final plan.

(Effective December 19, 1985)

**Sec. 28-27a-7. Plan part VI**

The plan shall be certified by the Chief Executive Officer of the municipality and the Enhanced 9-1-1 and PSAP coordinators.

(Effective December 19, 1985)