

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

Agency
Department of Emergency Services and Public Protection
Subject
9-1-1 PSAP Service Utilization Plan
Inclusive Sections
§§ 28-27a-1—28-27a-3a

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9-1-1 PSAP Service Utilization Plan

Sec. 28-27a-1. Definitions (Repealed)

Repealed May 2, 2019.

(Effective December 19, 1985; Repealed May 2, 2019)

Sec. 28-27a-2. Plan part I (Repealed)

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Sec. 28-27a-3. Plan part II (Repealed)

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Sec. 28-27a-4. Plan part III (Repealed)

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Sec. 28-27a-5. Plan part IV (Repealed)

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Sec. 28-27a-6. Plan part V (Repealed)

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Sec. 28-27a-7. Plan part VI (Repealed)

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(Effective December 19, 1985; Repealed May 2, 2019)

Sec. 28-27a-1a. Definitions

As used in this section and sections 28-27a-2a and 28-27a-3a of the Regulations of Connecticut State Agencies:

(1) “Answering position” means a workstation at the public safety answering point, PSAP, dedicated to receiving 9-1-1 calls.

(2) “Automatic location identification” has the same meaning as provided in section 28-25 of the Connecticut General Statutes;

(3) “Automatic number identification” has the same meaning as provided in section 28-25 of the Connecticut General Statutes;

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(4) “Division” has the same meaning as provided in section 28-25 of the Connecticut General Statutes;

(5) “Public safety agency” has the same meaning as provided in section 28-25 of the Connecticut General Statutes;

(6) “Public safety answering point” or “PSAP” has the same meaning as provided in section 28-25 of the Connecticut General Statutes;

(7) “PSAP director” means an individual responsible for operational control of the PSAP, and the PSAP’s employees, policies and procedures;

(8) “Secondary PSAP or secondary dispatch location” means a facility operated on a twenty-four hour basis that receives 9-1-1 calls, including automatic number identification and automatic location identification, if equipped to receive this data, from one or more PSAPs by call transfer or other means, and dispatches to the appropriate public safety agency; and

(9) “Telecommunicator” has the same meaning as provided in section 28-30 of the Connecticut General Statutes.

(Effective May 2, 2019)

Sec. 28-27a-2a. 9-1-1 PSAP service utilization plan

(a) Each 9-1-1 PSAP Service Utilization Plan (“the plan”) shall contain:

(1) The name of the municipality or municipalities submitting the plan;

(2) The name, address and telephone number of the PSAP director;

(3) The name and location of the PSAP;

(4) The public safety agencies served by the PSAP and the method of dispatch for each;

(5) The 9-1-1 call transfer requirements to secondary PSAPs or secondary dispatch locations;

(6) The emergency re-route designations for the PSAP; and

(7) Any secondary PSAP or secondary dispatch location that will receive 9-1-1 calls transferred from the PSAP shall be identified in the plan.

(b) The plan shall acknowledge compliance with the technical and operational standards specified in the Regulations of Connecticut State Agencies adopted pursuant to section 28-27 of the Connecticut General Statutes and shall address the following specific requirements:

(1) The published emergency telephone number for the municipality shall be “9-1-1”;

(2) The PSAP shall be operated twenty-four hours per day, seven days per week;

(3) All entrances to the PSAP shall be secured to prevent entry by unauthorized persons;

(4) The PSAP shall maintain an emergency power source to ensure continuous operation for seventy-two hours during power outages. The emergency power source shall be tested not less than once per month and a log of such tests shall be maintained by the PSAP and made available to the division during PSAP regulation compliance visits;

(5) The PSAP shall maintain at least one ten-digit number for emergency calls transferred to the PSAP by telephone company operators or under certain speed call arrangements, and

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at least two unlisted and unpublished (generally unavailable) numbers for receipt of re-routed Next Generation 9-1-1 calls and outward bound calls to other PSAPs;

(6) The PSAP shall be able to respond to all 9-1-1 calls received from its service area by dispatching the appropriate private or public safety agency to the emergency or through the transfer of the call to the secondary PSAP or secondary dispatch location having the required dispatching capability;

(7) All PSAP telecommunicators shall be adequately trained in the use of Next Generation 9-1-1 workstations, as well as other equipment and systems required to properly process and dispatch calls for service;

(8) The PSAP shall establish personnel security clearance standards that are acceptable to the municipal and state agencies that they serve;

(9) The PSAP shall establish methods and policies to allow a person with speech or hearing disabilities to communicate by using a telecommunications device for the deaf (“TDD”), relay services and text messaging. When a TDD indicator appears on the 9-1-1 screen or the tones are heard, the 9-1-1 call shall be connected to a TDD at the PSAP; and

(10) The Next Generation 9-1-1 workstations used at the PSAP shall conform to specifications established by the division and the PSAP shall be equipped with no fewer than two answering positions. Such workstations shall include call-receiving equipment authorized by the division.

(Effective May 2, 2019)

Sec. 28-27a-3a. 9-1-1 PSAP service utilization plan certification

(a) The plan shall be certified by the chief executive officer of the municipality and the PSAP director. For multi-town and regional PSAPs, the chief executive officers of the member towns or cities and the PSAP director of the multi-town or regional PSAP shall certify the changes. Any changes in the plans shall be certified and submitted to the division for approval at least 90 days in advance of the effective date of the changes.

(b) Each PSAP director shall annually certify to the division that the information contained in the plan is accurate. Such certification shall occur no later than the first day of January and shall be made on such forms as the division may prescribe.

(Effective May 2, 2019)