



STATE OF CONNECTICUT
DEPARTMENT OF EMERGENCY SERVICES AND PUBLIC PROTECTION
LEGAL AFFAIRS UNIT

March 5, 2019

Legislative Regulation Review Committee
Attn: Kirstin L. Breiner, Committee Administrator
State Capitol Building, Room 011
Hartford, CT 06106

RE: PR2018-012 Emergency Telecommunicator Training and Certification

Dear Senator Miner, Representative Johnson, and other esteemed Committee Members:

In accordance with section 4-170(b) of the Connecticut General Statutes, the Connecticut Department of Emergency Services and Public Protection (hereafter "The Department") hereby electronically submits to the Committee the above-referenced proposed regulation bearing the approval of the Attorney General as to legal sufficiency issued February 21, 2019.

These regulations are being revised in order to bring them into line with current technology. Telecommunications and 9-1-1 exist in a different landscape than the years when the current regulations were written and modified. The previous regulations were created as they were during the time when the local telephone company provided the 9-1-1 system and recovered its costs directly from the ratepayers. Now the overwhelming majority of 9-1-1 calls are made from mobile devices and the 9-1-1 service is now delivered by contract as opposed to a packaged tariffed service. Regulatory provisions need to be modified or added in order to ensure the reliable delivery of emergency calls from the public in this new environment.

This submittal is part of a package of submittals affecting different sections of the 9-1-1 regulations. The provisions that are amended or added in this submittal include the necessary flexibility required to implement training in new methods and systems coming into operation, such as NG911 and Text-to-911. The specific curriculum detailed in the proposed regulation has been replaced with the requirement for the Division of Statewide Emergency Telecommunications (DSET) to establish specific instructional content, number of hours, and instructional standards by written policy. The policy will refer to the overall functional areas contained in Sec. 28-30-1a. The proposed regulation also includes content changes recognizing the differences between legacy 9-1-1 and NG911. Finally, editorial changes correct the name and address of the Department and the Division.

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The Department properly posted the proposed regulation on October 19, 2018 on the eRegulations system. The Department received one comment, in a written format, relevant to the proposed regulation. The Department issued its response on January 31, 2019.

This submission to your Committee has been prepared in the format mandated by your Committee in rules revised on February 26, 2019. The fiscal note prepared in accordance with section 4-168 of the Connecticut General Statutes has been available for review since October 19, 2018.

If you have any questions concerning this proposed regulation, please feel free to contact Staff Attorney Colin Milne of the Legal Affairs Unit at 860-685-8150. Thank you for your time and attention to this matter.

Very truly yours,

Colin Milne

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