

The Connecticut General Assembly

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Memorandum

To: Legislative Regulation Review Committee
From: Legislative Commissioners' Office
Committee Meeting Date: May 28, 2019

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| Regulation No: | 2019-11 |
| Agency: | Department of Emergency Services and Public Protection |
| Subject Matter: | Establishment and Operation of Public Safety Answering Points and Private Answering Points |
| Statutory Authority: (copy attached) | 28-27 |

| | Yes or No |
|----------------------------|-----------|
| Mandatory | Y |
| Federal Requirement | N |
| Permissive | N |

For the Committee's Information:

Substantive Concerns:

1. Throughout sections 28-27-1a to 28-27-21a, inclusive, terms are used but not defined. The terms should be defined in the section where they appear or a

definition section should be inserted as section 28-27-1a, with the remaining sections and internal references revised accordingly.

2. On page 4, section 28-27-19a(b), the proposed regulation states that the plan described in subsection (a) shall be submitted "as part of the private safety answering point plan submitted to the Division". It is unclear what "the private safety answering point plan" is, what is included in the plan and when the plan is to be submitted. The reference should be clarified.

Technical Corrections:

1. On page 1, in section 1, in the introductory language, "**Sec.1.**" should be "**Section 1.**" and "**, inclusive,**" should be inserted after "**28-27-32a**", for proper form.
2. On page 1, in section 28-27-1a, "the company" should be "a company", for clarity.
3. On page 1, in section 28-27-2a, the catchline should be "**Answering point contact**", for consistency. Also, "or municipalities in whose area the public safety answering point or privacy safety answering point operates" should be inserted after "municipality", for accuracy, and "certified" should be inserted before "telecommunications", for consistency.
4. On page 1, in section 28-27-4a(b), "911 telecommunications" should be "9-1-1 telecommunication", for consistency. Also, "receipt of incoming emergency calls received from" should be "receipt of incoming emergency calls from", for accuracy.
5. On page 1, in section 28-27-5a, subsection designator "(a)" should be inserted before "All" and subsection designator "(b)" should be inserted before "Nine-one-one", for proper form, "capable of" should be inserted before "receiving", for accuracy, and "911calls" should be "9-1-1 calls", for consistency.
6. On page 2, in section 28-27-7a(b), "services" should be "agencies", for consistency.
7. On page 2, in section 28-27-8a, "1." should be "(1)" and "2." should be "(2)", for proper form. Also, in subsection (a)1., "percent" should be "per cent", for consistency.
8. On page 2, in section 28-27-10a, "equipped" should be deleted, for consistency.
9. On page 3, in section 28-27-14a, "Next Generation 9-1-1 network" should be "next generation 9-1-1 telecommunication system", for consistency, the comma after "party" should be deleted, for proper form, and "9-1-1 caller" should be "calling party", for consistency.
10. On page 3, in section 28-27-16a, in subsection (a), "location" should be inserted before "data", for consistency; in subsection (b), "Wireless carriers and voice over internet protocol (VOIP) telecommunications" should be "Providers of wireless

telecommunications service and voice over Internet protocol service", for consistency with defined terms, and "provided" should be "required", for accuracy; in subsection (c), "state 9-1-1 location database" should be "State location data management system", for consistency; and in subsection (d), "with all updates " should be "and ensure all updates are", for clarity, and in the second sentence, "location" should be inserted before "database", for consistency.

11. On page 4, in section 28-27-20a, "of the Department" should be deleted, for proper form.
12. On page 4, in section 28-27-22a, the catchline should be "Definitions", for accuracy. Also, in subdivision (2), "means Public Safety Answering Point." should be "has the same meaning as provided in section 28-25 of the Connecticut General Statutes; and", for proper form; in subdivision (3), "telephone company, Voice over internet Protocol (VOIP) service provider or a commercial wireless telecommunications service provider;" should be "telephone company, as defined in section 28-25 of the Connecticut General Statutes, and VOIP service provider and provider of wireless telecommunications service, as such terms are defined in section 28-30b of the Connecticut General Statutes." Also, "rebid" should be defined either in this section or section 28-27-25a where it is used, for accuracy.
13. On page 4, in section 28-27-23a, "a" should be inserted after "provide", for proper form.
14. On page 5, in section 28-27-25a, in subsections (a) and (c), "9-1-1 location database" should be "data management system", for consistency, and in subsection (d), "Wireless and VoIP telecom providers" should be "Providers of wireless telecommunications service and VOIP service providers", for consistency.
15. On page 5, in section 28-27-27a, in subsection (a)(2), "VoIP" should be "VOIP" and "State of Connecticut 9-1-1 location database" should be "State location data management system", for consistency; and in subsection (b), "Network" should be "Telecom providers shall submit, on a quarterly basis, network", for accuracy, "service" should be deleted, for consistency, and "shall be provided" should be deleted as unnecessary; and in subsection (b)(4), "currently" should be "current", for proper form.
16. On page 6, in section 28-27-30a, in subsection (a), "Each" should be "(a) Each" and "telecommunications system: (a) Within" should be "telecommunication system. Within", for proper form and clarity; and in subsection (b), "pursuant to subsection (a) of this section" should be inserted after "information" for clarity, and "required by" should be "there are", for accuracy.
17. On page 6, in section 28-27-31a, "911" should be "9-1-1", for consistency, and "wireless carriers" should be "providers of wireless telecommunications service", for consistency.
18. On page 6, in section 28-27-32a, "VoIP" should be "VOIP", for consistency.

Recommendation:

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|-------------------------------------|---------------------------------|
| <input type="checkbox"/> | Approval in whole |
| <input type="checkbox"/> | with technical corrections |
| <input type="checkbox"/> | with deletions |
| <input type="checkbox"/> | with substitute pages |
| <input type="checkbox"/> | Disapproval in whole or in part |
| <input checked="" type="checkbox"/> | Rejection without prejudice |

Reviewed by: Catriona Stratton / Louise Nadeau

Date: May 16, 2019

Sec. 28-27. Implementation of enhanced 9-1-1 service and next generation 9-1-1 telecommunication system. Technical and operational standards. Regulations. (a) The division shall, subject to review by the commission, administer and coordinate the implementation of enhanced 9-1-1 service and the next generation 9-1-1 telecommunication system in the state.

(b) The division, in consultation with the Public Utilities Regulatory Authority, telephone companies, municipalities and public safety agencies, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of public safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of sections 28-25, 28-25a, 28-25b, 28-26, 28-27a, 28-28, 28-28a, 28-28b, 28-29, 28-29a and 28-29b on or before June 30, 1985. The division, in consultation with private companies, corporations or institutions, and subject to the review and approval of the commission, shall establish technical and operational standards for the establishment of private safety answering points which utilize enhanced 9-1-1 network features in accordance with the provisions of said sections on or before September 1, 1991, and at any time the division may amend such standards. Municipalities shall comply with such standards in the design, implementation and operation of public safety answering points. The division may inspect each public safety answering point and private safety answering point which utilizes enhanced 9-1-1 network features to determine if it meets the requirements of said sections and the technical and operational standards established pursuant to this section.

(c) The Commissioner of Emergency Services and Public Protection, in consultation with the commission, shall adopt regulations in accordance with the provisions of chapter 54 concerning the establishment and operation of public safety answering points and private safety answering points.